

Privacy Policy

Golding Property Services Ltd

Last updated: 28 April 2026

1. Who We Are

Golding Property Services Ltd (“we”, “us”, “our”) is a letting and property management company operating in England.

Company name: Golding Property Services Ltd

Registered business address:

62 Castle Street,
Liverpool,
L2 7LQ,
England

Website: <https://www.goldingstates.co.uk>

Email: directors@goldingstates.co.uk

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018:

- We act as a **data controller** in relation to tenants, applicants, contractors, and website visitors.
- We act as a **data processor** on behalf of landlords when managing properties and tenant data under a management or letting agreement.

2. Personal Data We Collect

Tenants and Prospective Tenants

- Full name
- Date of birth
- Contact details
- Employment and income details
- Credit and referencing information
- Right to Rent documentation
- Bank details for rent payments
- Emergency contact details
- Next of kin details
- National insurance number

Landlords

- Full name
- Contact details
- Property and tenancy information
- Bank details for rental payments
- Identification documents (where required for compliance)

Contractors and Suppliers

- Name and business details
- Contact information
- Insurance and certification details
- Payment details

Website Visitors

- IP address
- Browser and device information
- Pages visited
- Enquiry submissions via website forms

3. How We Collect Personal Data

We collect personal data:

- Directly from you (applications, enquiries, contracts, emails, phone calls)
- From third parties (referencing agencies, previous landlords, employers)
- Automatically via cookies and analytics tools on our website

4. How We Use Personal Data

We process personal data to:

- Let and manage residential properties
- Carry out tenant referencing and affordability checks
- Perform Right to Rent and legal compliance checks
- Prepare and manage tenancy agreements
- Collect, hold, and transfer rent and deposits
- Manage repairs, maintenance, and inspections
- Communicate with tenants, landlords, and contractors
- Comply with legal and regulatory obligation

5. Lawful Bases for Processing

We process personal data under the following lawful bases:

- **Performance of a contract** – managing tenancies and property agreements
- **Legal obligation** – Right to Rent, anti-money laundering, tax and safety laws
- **Legitimate interests** – operating and improving our property management services
- **Consent** – where required, such as for marketing communications

6. Data Processing for Landlords

When acting on behalf of landlords, **Golding Property Services Ltd operates as a data processor.**

- Landlords are the **data controllers** for tenant and tenancy-related personal data.
- We process that data strictly in accordance with the landlord's instructions and our contractual obligations.
- We implement appropriate technical and organisational measures to protect personal data.

A data processing agreement forms part of our landlord management terms.

7. Tenant Referencing

We use **Let Alliance** as our tenant referencing provider.

When you apply for a tenancy, your personal data may be shared with Let Alliance for:

- Identity verification
- Credit checks
- Employment and landlord references

Let Alliance processes personal data in accordance with its own privacy policy and UK data protection law.

8. Sharing Personal Data

We may share personal data with:

- Tenant referencing agencies (including Let Alliance)
- Deposit protection schemes
- Contractors and maintenance providers
- Legal, financial, and professional advisers
- Local authorities or government bodies where legally required
- IT, property management, and cloud service providers

Data is shared only where necessary and with appropriate safeguards in place.

9. International Transfers

We do not routinely transfer personal data outside the UK.

If personal data is processed outside the UK (e.g. secure cloud services), appropriate safeguards are used in accordance with UK GDPR.

10. Data Retention

We retain personal data only as long as necessary:

- **Tenancy records:** up to 6 years after tenancy ends
- **Financial records:** up to 6 years
- **Right to Rent documents:** 1 year after tenancy ends
- **Unsuccessful applications and enquiries:** up to 12 months

Data is securely deleted or anonymised after retention periods expire.

11. Your Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Restrict or object to processing
- Request data portability
- Withdraw consent where applicable

Requests should be made to: directors@goldingstates.co.uk

12. Complaints

If you are dissatisfied with how your data is handled, you may contact us first.

You also have the right to complain to the:

Information Commissioner's Office (ICO)

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

13. Cookies

Our website uses cookies to improve functionality and analyse traffic.

Details are available in our Cookie Policy.

14. Changes to This Policy

We may update this privacy policy from time to time.

The latest version will always be published on our website.