

Privacy Policy

Last Updated: 15 April 2025

Gate Keepers Property Limited (“Gatekeeper”, “we”, “us”, or “our”) is committed to safeguarding your personal data and ensuring that your information is protected, used responsibly, and in accordance with applicable law.

This Privacy Policy sets out how we collect, use, store, and share your personal information, and explains your rights in relation to that data.

1. Company Details

- **Company Name:** Gate Keepers Property Limited
- **Company Number:** 4865198
- **Registered Address:** 4 Kingfishers Court, Northfield Farm Lane, Witney, Oxfordshire, OX28 1UE
- **ICO Registration Number:** Z8306548
- **Data Protection Contact:** enquiry@gatekeeper.co.uk

2. Personal Data We Collect

We may collect and process the following categories of personal data:

- **Contact Details** – name, phone number, email, address
- **Identification Data** – passport, driving licence, proof of address
- **Financial Information** – bank details, income, mortgage status, credit history

- **Property Data** – ownership, EPCs, photos, tenancy details
- **Employment Details** – job role, income documentation
- **Children’s Data** – if required for tenancy or mortgage applications
- **Online Data** – IP address, browser/device info
- **Automated Decision Data** – from affordability or credit referencing checks

We do not use biometric data or facial recognition technology.

3. Special Category Data

In specific circumstances, we may process sensitive personal data such as health or criminal record information, only where required and always with an appropriate legal basis – typically with your explicit consent or to comply with legal obligations.

4. How We Collect Your Information

We may collect your data in several ways:

- **Directly** – when you complete forms, make an enquiry, view a property, speak with us, or use our services
 - **From third parties** – mortgage brokers, referencing agencies, local authorities, or public sources (e.g. Land Registry)
 - **Via technology** – cookies and analytics from our website, or automated tools within our systems
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5. Legal Grounds for Processing

We only use your data when we have a lawful basis to do so:

- **To fulfil a contract** – for property sales, lettings, or tenancy services
- **To comply with legal obligations** – e.g. identity checks, anti-money laundering regulations
- **Based on your consent** – for marketing or sensitive data processing
- **For legitimate interests** – such as fraud prevention, service optimisation, or customer support

6. How We Use Your Information

Your data is used for the following purposes:

- Property sales and lettings
- Landlord and tenant support services
- Referencing and affordability assessments
- Customer relationship management using **Merlin**
- Regulatory compliance and internal auditing
- Marketing (with your consent)
- Improving our services and internal systems

7. Sharing Your Information with Third Parties

We may share your personal information with third parties where necessary to provide services, fulfil legal obligations, or support property transactions. This may include:

- **Regulatory and legal bodies**, such as the Financial Conduct Authority (FCA), HM Revenue & Customs (HMRC), the National Crime Agency (NCA), local councils, the Information Commissioner's Office (ICO), courts, or the police.
- **Industry and professional organisations**, including The Property Ombudsman, Propertymark, the Land Registry, and referencing agencies such as Experian.
- **Service providers**, including:
 - Deposit schemes (TDS and DPS)
 - Utility notification services (Tenant Shop)
 - Hosting providers (AWS)
 - Internal systems managed by Gatekeeper's in-house developers
- **Transaction-related parties**, such as:
 - Vendors, buyers, tenants, landlords

- Mortgage and insurance brokers (depending on area)
- Surveyors, solicitors, house builders, and other agents involved in a property chain

All third parties are required to handle your data securely and use it only for the agreed purpose.

8. Automated Decision-Making

We use automated tools to support referencing and affordability assessments. These are regularly reviewed to ensure fairness, accuracy, and compliance with UK data protection law. We do not use biometric or facial recognition technologies.

9. How We Protect Your Information

We use appropriate technical and organisational measures to protect your data, including:

- Secure servers and encrypted systems
 - Restricted access and internal audits
 - In-house staff training on data protection
 - Third-party contracts requiring secure data handling
 - Regular system reviews and updates
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10. Data Retention

We retain personal data for **7 years** following the end of our relationship, unless required to retain it longer (e.g. for **FCA compliance or legal obligations**). After this period, data is securely deleted or anonymised.

11. Overseas Transfers

Gatekeeper does not transfer your personal data outside of the UK or European Economic Area (EEA). If this changes in the future, we will ensure appropriate safeguards are in place and notify you where required.

12. Your Rights

You have the following rights under UK GDPR:

- **Access** – to see what personal data we hold about you
- **Rectification** – to correct inaccurate or incomplete data
- **Erasure** – to request deletion of your data in certain circumstances
- **Restriction** – to limit how we use your data
- **Objection** – to how your data is processed, including for marketing
- **Portability** – to request your data in a usable format
- **Withdraw consent** – at any time if processing is based on consent
- **Challenge automated decisions** – where applicable

To exercise any of your rights, please contact us at:

 enquiry@gatekeeper.co.uk

13. Complaints

We hope to resolve any concerns quickly and professionally. You also have the right to raise a complaint with the **Information Commissioner's Office (ICO)**:

 www.ico.org.uk

14. Updates to This Policy

This Privacy Policy may be updated from time to time. Any significant changes will be communicated via our website or directly, where appropriate.

Last updated: 15 April 2025

Gatekeeper is a trading name of Gate Keepers Property Services Limited, a company registered in England and Wales (Company No. 4865198). Authorised and regulated by the Financial Conduct Authority (FCA Registration Number 304120).