

Privacy Policy

Rachelle Bennett Property Management

Introduction

Rachelle Bennett Property Management (“we”, “us”, “our”) is committed to protecting your personal data. This policy explains how we collect, use, and store personal information across all services we provide, including residential lettings, holiday let management, and property consultancy.

What Information We Collect

We may collect the following personal data:

- Names, addresses, email addresses and telephone numbers
- Identification details where required
- Financial information relating to rents, payments or invoices
- Tenant, landlord and guest information
- Contractor and supplier contact details
- Enquiry details submitted via phone, email or website

How We Use Your Information

We use personal data to:

- Manage tenancies and property agreements
- Arrange and manage holiday let bookings
- Communicate with landlords, tenants, guests and contractors
- Arrange maintenance and property services
- Comply with legal and regulatory obligations
- Respond to enquiries and provide our services

Lawful Basis for Processing

We process personal data under the following lawful bases:

- Contract – to deliver our services
- Legal obligation – to meet regulatory requirements
- Legitimate interests – to manage and operate our business
- Consent – where required (e.g. marketing)

Data Sharing

We may share personal data with:

- Landlords and property owners
- Contractors, tradespeople and cleaning providers
- Referencing agencies and professional advisers
- Booking platforms (e.g. Airbnb or similar)

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- Accountants and regulatory authorities

We only share information where necessary and ensure it is handled securely.

Data Retention

We retain personal data only as long as necessary:

- Tenancy and financial records: up to 6 years
- Guest data: up to 2 years
- Enquiries: up to 12 months

Data Security

We take reasonable steps to protect personal data, including secure systems, password protection, and restricted access.

Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion
- Object to or restrict processing

Requests can be made by contacting us directly.

Data Breaches

We have procedures in place to deal with data breaches and will notify the ICO where required.

Contact

For any data protection queries, please contact:

Rachelle Bennett Property Management, Woodend, Forbes, Alford, AB33 8QH on:
07517165695 or by email at rachellebennettpm@outlook.com

Registration

We are registered with the Information Commissioner's Office (ICO).

Reference: **C1911701**