

Privacy Policy & Notice – Bristol Property Centre

Last updated: 04 October 2025

Plain English Summary

- Who we are: Bristol Property Centre Estate Agents Ltd (Company No. 07695593), 14 Chandos Road, Redland, Bristol, BS6 6PE. Email: info@bristolpropertycentre.co.uk.
- What we collect: Identity & contact details; property/enquiry details and preferences; Right to Rent and AML/KYC info (e.g. ID/passport via Lifetime Legal Ltd); financial info for referencing/transactions (e.g. bank statements, payslips); website analytics/cookies.
- Why we use it (lawful bases): To deliver services (sales, lettings, management); to meet legal duties (Right to Rent, AML); to send property matching and marketing (consent or legitimate interests); to run and improve website/systems.
- Who we share with: Alto, Street (CRM), BriefYourMarket, Goodlord, Signable, Lifetime Legal Ltd, Tenant Shop, Fixflo, 123 Reg, Nutur Group, Rightmove, Zoopla, OnTheMarket, MyDeposits, DPS, contractors/landlords, regulators.
- How long we keep it: Sales/lettings files 6 years; AML/KYC 5 years; Right to Rent 1 year after tenancy ends; marketing data until opt-out or after 3 years of inactivity.
- Your rights: Access, correct, delete, restrict, object (including marketing), portability, withdraw consent. Email info@bristolpropertycentre.co.uk.
- Cookies: Essential cookies plus analytics (e.g. Google Analytics). See cookie table.
- Important: This is a short summary. Read the full Privacy Policy at www.bristolpropertycentre.co.uk/privacy-policy-and-notice

1) Who we are and how to contact us

Controller: Bristol Property Centre Estate Agents Ltd (Company No. 07695593), registered in England & Wales.

Address: 14 Chandos Road, Redland, Bristol, BS6 6PE

Email: info@bristolpropertycentre.co.uk

We comply with the UK GDPR, Data Protection Act 2018, and PECR.

2) Where this policy applies

Covers personal data processed when you use our website, contact us, request valuations, register interest, view or apply for properties, receive marketing, or enter into sales/lettings/property management relationships with us.

3) The data we collect

Identity & Contact Data, Property & Enquiry Data, Compliance Data (ID, AML/KYC via Lifetime Legal Ltd), Financial/Referencing Data (bank statements, payslips), Technical & Usage Data (cookies, analytics), Marketing & Communications Data.

4) How we collect your data

Directly from you (forms, phone, email, in-branch), from third parties (portals, Goodlord, Lifetime Legal Ltd, Tenant Shop, Signable, MyDeposits, DPS, Alto, Street, contractors/landlords), and automatically via cookies/analytics (Google Analytics, 123 Reg hosting, Nutur Group website).

5) Why we use your data & lawful bases

Examples: Enquiries/valuations (contract/legitimate interests); Referencing, Right to Rent, AML (legal obligation/legitimate interests); E-signatures (Signable); Deposit schemes (MyDeposits, DPS); Maintenance (Fixflo/contractors); Property alerts/marketing (consent or legitimate interests); CRM/analytics (Alto, Street, BriefYourMarket, Google Analytics); Compliance/fraud (legal obligation).

6) Who we share your data with

CRMs/platforms: Alto, Street, BriefYourMarket. Referencing: Goodlord. AML/KYC: Lifetime Legal Ltd. E-signatures: Signable. Utilities: Tenant Shop. Maintenance: Fixflo & contractors. Deposit schemes: MyDeposits & DPS. Portals: Rightmove, Zoopla, OnTheMarket. Hosting: 123 Reg. Website: Nutur Group. Analytics: Google Analytics. Other: landlords, tenants, vendors, purchasers, conveyancers, brokers, regulators.

7) International transfers

We aim to keep data in the UK/EEA. If transfers outside are necessary, we use safeguards (Standard Contractual Clauses, adequacy decisions, etc.).

8) How long we keep your data

Sales/lettings files: 6 years. AML/KYC: 5 years. Right to Rent: 1 year after tenancy ends. Marketing data: until opt-out or after 3 years inactivity. Other records as required for legal/accounting/audit. Data securely deleted/anonymised afterwards.

9) Cookies & tracking technologies

We use essential cookies and analytics. Example cookies: PHPSESSID (session), _ga/_gid/_gat (Google Analytics), cookieconsent_* (preferences).

10) Children

Services aimed at adults; no intentional collection of children's data without authority.

11) Security

Encryption, access controls, backups, staff training, audits. Breach procedures in place.

12) Automated decision-making & profiling

CRM may auto-match properties but with human review. No fully automated decisions producing legal/significant effects. If this changes, we will notify you.

13) Your rights

Access, rectify, erase, restrict, object, portability, withdraw consent. Email info@bristolpropertycentre.co.uk. Response within one month (or three for complex cases).

14) Complaints

Contact us first at info@bristolpropertycentre.co.uk. You can also complain to the ICO at ico.org.uk.

15) Changes

We may update this policy. We will post the 'Last updated' date and notify you of material changes where appropriate.