

London Victoria Groups Ltd

Lettings | Property Management | Sell

www.londonvictoriagroups.co.uk

Company Registration No.13742940

Spaces Victoria, 25 Wilton Road, London, SW1V 1LW

+44 020 3084 3094

marketingteam@londonvictoriagroups.co.uk



PRIVACY POLICY

Effective Date: [9th July 2025]

London Victoria Groups Ltd

Registered Office: The Sati Room, 12 John Princes Street, London, W1G 0JR

Correspondence Address: 25 Wilton Rd, Pimlico, London, SW1V 1LW

Company Registration No.: 13742940

Email: marketingteam@londonvictoriagroups.co.uk | Tel: 020 3084 3094

1. INTRODUCTION

London Victoria Groups Ltd ("LVG", "we", "our") is committed to protecting your privacy. This notice describes how we collect, use, share, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. WHAT INFORMATION WE COLLECT

We collect and process personal data about you when you:

- Apply for or become a tenant, resident, or guarantor
- Register interest, book a viewing or valuation, or submit enquiries via our website
- Communicate with us (phone, email, in person, online)

Types of data we may collect:

- Name, contact details, address, date of birth, ID and right-to-rent documents
- Employment, status, bank details, financial/credit information
- Tenancy details (property, residents, guarantors)
- Payment, deposit, arrears and rent records
- Audio or CCTV recordings (where relevant)

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- Health/disability information (only if provided and relevant)
- Communications and website usage

3. WHY WE COLLECT AND USE DATA

We process your data to:

- Assess applications and suitability (including credit and reference checks)
- Arrange, manage, and terminate tenancies and contracts
- Collect payments, manage deposits, pursue arrears
- Maintain the property and ensure legal compliance (repairs, safety, Council Tax, utilities)
- Communicate with tenants, residents, guarantors, contractors, and authorities
- Protect our property and legitimate interests (e.g., crime prevention)
- Handle complaints, claims, and legal requirements

Our legal bases: contract performance, legal obligation, legitimate interest, your consent (where required), or vital interests.

4. SHARING YOUR DATA

We may share your data with:

- Contractors, service providers, utility companies, insurers
- Other landlords/agents (for references, management)
- Government authorities, law enforcement, regulators, local councils
- Credit reference agencies, debt collectors, tenancy deposit schemes
- Legal/professional advisers, IT service providers, prospective property buyers

Data is shared only as necessary and in accordance with the law.

5. INTERNATIONAL DATA TRANSFERS

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Some providers (e.g., web hosting) may process data outside the UK/EEA. We ensure appropriate safeguards are in place, such as standard contractual clauses.

6. DATA RETENTION

- Tenants/residents/guarantors: kept for tenancy duration + up to 7 years after termination
- Enquiries/applicants: up to 1 year if no contract is formed
- Longer retention if required by law

7. YOUR RIGHTS

You have the right to:

- Access, correct, or delete your data
- Object to or restrict processing
- Data portability
- Withdraw consent (where consent is used)
- Lodge complaints with the UK ICO (www.ico.org.uk)

8. SECURITY

We take appropriate measures to protect your data and limit access to those who need it.

9. COOKIES

Our website uses cookies. See our Cookies Policy for details.

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10. UPDATES

This policy may change; latest version is always on our website. Significant changes will be notified.

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