



Privacy Notice

Cator Street Property Services

At Cator Street Property Services, your privacy is important to us. This Privacy Notice explains how we collect, use, store, and protect your personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)**.

1. Who We Are

Cator Street Property Services is a property services provider supporting landlords and tenants across London and Kent. For the purposes of UK GDPR, we are the **data controller** of your personal information.

2. How we use your personal data

We are committed to protecting your personal data. The only data we collect from you is as submitted by you. We will use your sensitive personal data for the purposes of providing our services to you or if we need to comply with a legal obligation. Our legal ground of processing this data is your explicit consent. We will use your non-sensitive personal data to (i) register you as a new client, (ii) manage payment, (iii) collect and recover monies owed to us (iv) to manage our relationship with you, (v) send you details of our goods and services. Our legal grounds for processing your data are in relation to points (i) to (iv) above are for performance of a contract with you and in relation to (iii) and (v) above, necessary for our legitimate interests to develop our products/services and grow our business and to recover monies owed. We will not share your details with third parties for marketing purposes except with your express consent.

3. Disclosure of your personal data

We may have to share your personal data with (i) service providers who provide IT and system administration support, (ii) professional advisors including lawyers, bankers, auditors and insurers (iii) HMRC and other regulatory authorities (iv) third parties to whom we sell, transfer or merge parts of our business or our assets. We require all these third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. They are only allowed to process your personal data on our instructions.

3. Data security We have put in place security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered

or disclosed. We also limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected personal data breaches and will notify you and any applicable regulator where we are legally required to do so.

In certain circumstances you can ask us to delete your data. See the section entitled 'your rights' below for more information. We may anonymise your personal data (so that you can no longer be identified from such data) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

4. What Information We Collect

We may collect and process the following data:

- Full name, date of birth, and contact details (address, email, phone number)
- Identification documents (passport, driving licence, etc.)
- Employment and financial information (used to assess affordability)
- Guarantor details (if applicable)
- Tenancy history and references
- Tenancy agreement and related documentation
- Proof of right to rent in the UK (as required by law)

5. Why We Collect Your Data

We use your data for the following purposes:

- To process your tenancy application
- To verify your identity and right to rent
- To carry out referencing and affordability checks
- To manage the tenancy (including communication and maintenance)
- To comply with legal obligations (e.g. tenancy deposit protection, safety regulations)
- For record-keeping, insurance, and financial compliance

6. Lawful Basis for Processing

We process your personal data on the following legal bases:

- **Performance of a contract** – to manage your tenancy agreement
- **Legal obligation** – to comply with housing and financial regulations
- **Legitimate interest** – for property management and business operations
- **Consent** – where additional optional data is collected (e.g. for marketing)

7. How Your Data Is Stored and Shared

Your data is stored securely, and we take appropriate measures to protect it. We may share your data with:

- Utility companies or service providers
- Letting or managing agents (if applicable)
- Professional advisers (e.g. solicitors, accountants)
- Law enforcement or government agencies where required
- Referencing, insurance, or deposit protection services

We will never sell your data or share it for marketing purposes without your consent.

8. How Long We Keep Your Data

We will only keep your personal data for as long as is necessary to fulfil the purposes for which we collected it. We may retain your data to satisfy any legal, accounting, or reporting requirements so for example we need to keep certain information about you for 6 years after you cease to be a client for tax purposes. You have the right to ask us to delete the personal data we hold about you in certain circumstances.

9. Your Rights Under UK GDPR

You can exercise certain rights in relation to your personal data that we process. These are set out in more detail at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

In relation to a Subject Access Right request, you may request that we inform you of the data we hold about you and how we process it. We will not charge a fee for responding to this request unless your request is clearly unfounded, repetitive, or excessive in which case we may charge a reasonable fee or decline to respond. We will, in most cases, reply within one month of the date of the request unless your request is complex or you have made a large number of requests in which case we will notify you of any delay and will in any event reply

within 3 months. If you wish to make a Subject Access Request, please send the request to The Old Court House, New Road Avenue, Chatham, Kent ME4 6BE

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where legally possible)
- Restrict or object to processing
- Data portability
- Lodge a complaint with the **Information Commissioner's Office (ICO)**

ICO website: www.ico.org.uk

10. Keeping your data up to date

We have a duty to keep your personal data up to date and accurate so from time to time we will contact you to ask you to confirm that your personal data is still accurate and up to date.

If there are any changes to your personal data (such as a change of address) please let us know as soon as possible by writing to or emailing the addresses set out in section 6 above.

11. Complaints

We are committed to protecting your personal data but if for some reason you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk)

We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

Contact Us

Cator Street Property Services

Email: info@catorstreet.com

Phone: 07879308117

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