



Privacy Policy

We only use your personal information to provide lettings and property management services, to communicate with you and to meet our legal obligations. We never sell your personal data and only share it where necessary to deliver our services or where the law requires us to do so.

We are committed to protecting your privacy. This Privacy Policy explains how and for what purposes we collect, use, store and protect personal information.

This policy governs the manner in which YourHomes collects, uses, maintains and discloses information collected from users of our website <https://yourhomes.co.uk> and through our letting and property management services.

This Privacy Policy is provided in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who We Are

YourHomes is a lettings and property management agent.

- Registered name: Santos Homes Limited (Trading as YourHomes)
- Company number: 16348403
- Registered Office: The Hub, Fowler Avenue, Farnborough Business Park, Farnborough, Hampshire, England, GU14 7JF
- Telephone: 01252 224599
- Email: lettings@yourhomes.co.uk
- ICO registration number: ZB884423

For data protection purposes, YourHomes is the data controller. We do not act as a joint controller.

What Information We Collect and Why

We only collect personal information that is necessary to provide our letting and property management services and to comply with legal obligations.

This may include:

- Names and contact details
- Addresses and property details
- Date of birth and identification documents
- Employment and income information (for referencing and affordability checks)
- Rental history and references
- Bank details, payment and transaction records
- Credit and referencing outcomes
- Correspondence, complaints, and service history
- Marketing preferences
- Website usage data (such as IP address and browser information via cookies)



Where We Get Personal Information From

We collect personal information from:

- You directly
- Landlords or tenants (where relevant)
- Referencing and credit check agencies
- Employers or previous landlords
- Legal and regulatory authorities

Lawful Basis for Processing Personal Data

We process personal data in accordance with UK GDPR using the following lawful bases:

- Contract – where processing is necessary to provide letting and property management services, manage tenancies, process payments or take steps at your request before entering into a contract.
- Legal obligation – where we are required to process personal data to comply with the law, including Right to Rent, anti-money laundering, taxation and regulatory requirements.
- Legitimate interests – where processing is necessary for the day-to-day operation of our business, such as communicating with you, handling complaints, improving services, preventing fraud and ensuring security, provided your rights are not overridden.
- Consent – where you have given clear consent, such as for marketing communications or non-essential cookies. You may withdraw consent at any time.

How Long We Keep Your Information

We retain personal information only for as long as necessary:

- Tenancy and landlord records: Up to 6 years after the tenancy or business relationship ends
- Financial and accounting records: 6 years
- Unsuccessful applicant data: Up to 12 months
- Marketing data: Until consent is withdrawn

Retention periods may be extended where required by law or to resolve disputes.

Who We Share Information With

We may share personal information with:

- Landlords or tenants (as relevant)
- Referencing and credit check agencies
- Deposit protection schemes
- Maintenance contractors and service providers
- Professional advisers (legal and accounting)
- Insurers
- Government bodies and regulators where legally required

We only share information where necessary and ensure appropriate safeguards are in place.



Cookies

Our website uses cookies and similar technologies to help it function properly, improve user experience and analyse website traffic.

Further details about the cookies we use, their purposes and how you can manage your preferences are available in our [Cookies Policy](#).

Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request erasure of your data (in certain circumstances)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time where consent is used

Requests can be made using the contact details above. We will respond within one month.

How To Make a Complaint

If you have concerns about how we use your personal data, please contact us in the first instance.

If you remain dissatisfied, you may complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: ico.org.uk

Updates to This Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

Last updated: March 2026