

## Data Protection Policy

### Tuckerman Residential (UK) Limited

#### 1. Introduction

Tuckerman Residential (UK) Limited is committed to protecting the privacy and security of personal data. This Data Protection Policy explains how we collect, use, store, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy applies to all personal data processed by Tuckerman Residential (UK) Limited, including data relating to clients, applicants, landlords, tenants, buyers, sellers, suppliers, employees, and contractors.

#### 2. Data Controller

Tuckerman Residential (UK) Limited is the data controller responsible for determining how and why personal data is processed.

#### Office address:

Tuckerman Residential (UK) Limited  
52 Moreton Street  
Pimlico  
London  
SW1V 2PB

#### Contact email:

[info@tuckermanresidential.co.uk](mailto:info@tuckermanresidential.co.uk)

#### 3. Principles of Data Protection

We process personal data in accordance with the following principles:

- Processed lawfully, fairly, and transparently
- Collected for specified, explicit, and legitimate purposes
- Adequate, relevant, and limited to what is necessary
- Accurate and kept up to date
- Retained only for as long as necessary
- Processed securely to protect against unauthorised access, loss, or misuse

#### 4. Types of Personal Data We Collect

We may collect and process the following categories of personal data:

- Names, postal addresses, telephone numbers, and email addresses
- Identification documents such as passports and driving licences
- Financial information including bank details and proof of funds
- Employment, income, and referencing information
- Property ownership, tenancy, and transaction details
- Communication records including emails and call notes
- CCTV footage where applicable within our premises

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## 5. Lawful Basis for Processing

We process personal data only where a lawful basis applies, including:

- Performance of a contract
- Compliance with legal or regulatory obligations
- Legitimate business interests
- Consent, where required
- Fraud prevention and compliance with anti money laundering regulations

## 6. How We Use Personal Data

Personal data is used for purposes including but not limited to:

- Providing estate agency, lettings, and property management services
- Marketing properties and communicating with clients and applicants
- Conducting identity verification, referencing, and right to rent checks
- Complying with anti money laundering and regulatory requirements
- Managing tenancies, sales, renewals, and property transactions
- Maintaining accurate business, accounting, and compliance records

## 7. Use of Property and Compliance Platforms

As part of our day to day operations, we use a number of third party platforms to process personal data securely and efficiently. These include, but are not limited to:

- **Alto**, our property management and CRM system, used to store client records, property details, correspondence, and transaction information
- **Goodlord**, used for tenancy progression, referencing, rent collection, and compliance documentation
- **SmartSearch**, used for identity verification and anti money laundering checks
- **Moverly**, used to facilitate utility setup and related services for tenants

Personal data shared with these platforms is processed in accordance with UK GDPR. Each provider acts either as a data processor or data controller in its own right and is contractually required to implement appropriate technical and organisational security measures.

## 8. Data Sharing

We may share personal data with trusted third parties where necessary, including:

- Solicitors, conveyancers, surveyors, and mortgage advisers
- Referencing agencies and compliance providers
- Utility and service providers where instructed by clients
- Government bodies, regulators, and law enforcement agencies where required by law
- IT, cloud storage, and software providers supporting our systems

Personal data is shared only where necessary and proportionate, and always subject to appropriate safeguards.

## 9. Data Security

We take appropriate technical and organisational measures to protect personal data, including:

- Secure IT systems with restricted access controls
- Password protection and encryption where appropriate
- Staff training on data protection and confidentiality obligations
- Secure storage and confidential disposal of physical records

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## 10. Data Retention

Personal data is retained only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal, regulatory, and accounting requirements. Retention periods are reviewed on a regular basis.

## 11. Individual Rights

Under UK GDPR, individuals have the right to:

- Access their personal data
- Request correction of inaccurate or incomplete data
- Request erasure of data where applicable
- Restrict or object to certain types of processing
- Request data portability
- Withdraw consent where processing is based on consent

Requests should be submitted in writing using the contact details above. We will respond within statutory timeframes.

## 12. Data Breaches

Any suspected or actual data breaches must be reported immediately. We will investigate promptly and, where required, notify the Information Commissioner's Office and affected individuals in accordance with legal obligations.

## 13. Staff Responsibilities

All employees and contractors of Tuckerman Residential (UK) Limited are responsible for protecting personal data and complying with this policy. Failure to do so may result in disciplinary action.

## 14. Policy Review

This policy is reviewed regularly and updated as necessary to ensure ongoing compliance with data protection legislation.

### Last reviewed:

05/01/2026

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