



**BARNETT RICHARDS**

We let. We manage. We care

## PRIVACY POLICY

Jan Futures LTD t/a Barnett Richards

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### 1. Who We Are

Jan Futures LTD trading as Barnett Richards (“we”, “us”, “our”) is a UK-based letting agency. We act as the **Data Controller** for the personal information we collect and process.

We are registered with the Information Commissioner’s Office (ICO) as required under the Data Protection Act 2018.

### 2. Personal Data We Collect

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

- Full name, address, email, telephone number
- Proof of identity (passport, driving licence, visa documentation)
- Employment details, income information, references
- Bank details (for rent payments and refunds)
- Credit history and referencing information
- Guarantor details
- Tenancy agreements and related documentation
- Maintenance requests and communication records
- Website usage data (cookies, analytics)

### 3. How We Collect Your Data

We collect data through:

- Website enquiries and contact forms
- Tenancy applications
- Email, phone calls, and in-person interactions
- Third-party referencing and property platforms
- Marketing portals such as Rightmove, Facebook, Instagram and Gumtree
- Digital signing platforms (RSign/RPost)

## 4. How We Use Your Personal Data

We process your personal data for the following purposes:

- Responding to property enquiries
- Arranging viewings and processing tenancy applications
- Conducting tenant referencing and affordability checks
- Preparing tenancy agreements and related documents
- Managing rent collection, arrears, and maintenance
- Complying with legal obligations (Right to Rent, AML checks)
- Communicating with landlords, tenants, and guarantors
- Protecting our business and preventing fraud
- Providing updates or notices relating to your tenancy
- Managing accounts and financial records via [Xero](#)

**We do not sell your personal data.**

## 5. Lawful Bases for Processing

We rely on the following lawful bases under the UK GDPR:

- Contractual necessity – to process tenancy applications and manage tenancies
- Legal obligation – Right to Rent checks, HMRC requirements, AML compliance
- Legitimate interests – property management, fraud prevention, business operations
- Consent – for optional marketing communications

## 6. Who We Share Your Data With

We may share your data with trusted third parties, including:

- [HomeLet](#) – tenant referencing
- [Paragon](#) – deposit protection
- [Rentman](#) – property management
- [RSign & RPost](#) – digital document signing
- [Xero](#) – accounting and invoicing
- [Rightmove](#), [Gumtree](#), [Facebook](#), [Instagram](#) – property marketing platforms
- Landlords (where relevant to your tenancy)
- Contractors and maintenance providers
- Utility companies and local councils
- Law enforcement or regulatory bodies where legally required

All third-party processors are required to comply with UK GDPR.

## 7. International Transfers

Some of our service providers (e.g., RPost/RSign, [Rentman](#)) may process data outside the UK. Where this occurs, we ensure appropriate safeguards are in place, such as:

- UK adequacy regulations
- Standard Contractual Clauses (SCCs)
- Additional technical and organisational measures

## 8. Data Retention

We retain personal data only for as long as necessary:

- Tenancy records: 6 years after tenancy ends
- Financial records: 6 years (HMRC requirement)
- Unsuccessful tenancy applications: 12 months
- Maintenance records: 6 years
- CCTV (if applicable): typically 30 days

After these periods, data is securely deleted or anonymised.

## 9. Your Rights

Under the UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where applicable)
- Restrict or object to processing
- Data portability
- Withdraw consent (for marketing)
- Lodge a complaint with the ICO

To exercise your rights, contact: [hello@barnettrichards.co.uk](mailto:hello@barnettrichards.co.uk)

## 10. How We Protect Your Data

We use appropriate technical and organisational measures, including:

- Encrypted digital storage
- Access controls and staff training
- Secure document disposal
- Regular system monitoring
- Secure digital signing and document transfer (RSign/RPost/Google)

## 11. Cookies and Website Tracking

Our website may use cookies to:

- Improve user experience
- Analyse website traffic
- Support essential site functionality

You can manage cookie preferences through your browser settings. A separate Cookie Policy can be provided if required.

## 12. Changes to This Privacy Policy

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

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