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**Privacy Policy – Atlantek Lettings Limited****Last updated: 29/07/2025****1. Who we are**

Atlantek Lettings Limited (Company No: 16443214) is a property lettings and management company registered in England and Wales.

**Registered Office:** 4 Fore Street, Penponds, Camborne, Cornwall, TR14 0QF

**2. What personal data we collect**

We may collect and process the following information:

- Names, addresses, contact numbers, and email addresses
- Identification documents (e.g. passport, proof of address)
- Employment and income information
- Tenancy details, references, and payment history
- Landlord or contractor details for service delivery
- Information collected to fulfil Anti-Money Laundering (AML) obligations, including identity verification and financial background checks
- Data provided through our website contact forms
- Website usage data such as IP address and browser type, collected via cookies

**3. Why we collect your data**

We process your data for the following reasons:

- To set up and manage tenancies
- To comply with legal obligations (e.g. right to rent checks, deposit protection, AML requirements)
- To communicate with tenants, landlords, and contractors
- For maintenance coordination and safety compliance
- For accounting and record-keeping purposes
- To improve our website and user experience
- For customer relationship management (CRM) and communication tracking

Our lawful bases for processing include contract, legal obligation, and legitimate interest.

**4. Who we share your data with**

We will not sell or provide your information to third parties other than to information processors with whom we have entered into contracts which require the information processors to comply in all respects with the requirements of this Privacy Policy and all legal requirements relating to information privacy. We share data to the following types of companies (not limited to);

- Landlords (where applicable)
- Contractors and service providers for property repairs
- Referencing and deposit protection services (e.g. DPS)
- HMRC or regulatory bodies where legally required
- Trusted AML verification service providers

- Third-party software providers, such as CRM systems, used to manage customer relationships, communications, and tenancy records
- IT and website service providers for secure data storage and communication

We do not sell or trade your data.

## **5. How we store your data**

We store your information securely in password-protected systems and take steps to prevent unauthorised access. We only retain personal data for as long as necessary to meet legal or operational requirements.

## **6. Your rights**

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (in some cases)
- Object to or restrict processing
- Complain to the ICO (Information Commissioner's Office)

You have a choice about whether or not you wish to receive information from us. If you would like to receive communications from us, or if you wish to exercise your rights, please contact us:

**Email:** [info@atlanteklettings.co.uk](mailto:info@atlanteklettings.co.uk) **Phone:** 01209 614873

## **7. Website and Cookies**

When you use our website ([www.atlanteklettings.co.uk](http://www.atlanteklettings.co.uk)), we may collect information through cookies and contact forms.

- This includes IP address, browser type, and pages visited.
- Cookies help us improve website functionality and user experience.
- By using our website, you consent to the use of cookies as outlined in our Cookie Policy.

For more information, please contact us using the details above.