

Privacy Notice

Last updated: October 2026

Tovo Property Ltd trading as Tovo Property (“Tovo Property”, “we”, “us” or “our”) takes the privacy and security of personal information seriously.

This Privacy Notice explains what personal information we collect, why we collect it, how we use and share it, how long we keep it and your rights in relation to your personal information.

1. Who we are

Tovo Property Ltd trading as Tovo Property

Registered in England and Wales

Company number: 16213340

Contact address: 68 London Road, Sawston, Cambridge, CB22 3XE

Telephone: 07398 313902

Email: info@tovoproperty.co.uk

Website: www.tovoproperty.co.uk

Tovo Property Ltd is the data controller responsible for the personal information described in this Privacy Notice.

2. Personal information we collect

The information we collect will depend on your relationship with us and the services we provide to you.

This may include:

- your name and contact details;
- your current and previous addresses;
- your date of birth;
- identification documents and information used to verify your identity;
- bank, payment and financial transaction information;
- information required for tenant referencing and credit checks;
- information relating to a tenancy, property or property-management service;
- photographs or video recordings relating to a property, where appropriate;
- correspondence and records of our communications with you;
- records relating to enquiries, complaints or claims;
- information about payments made or received;
- information required to meet our legal or regulatory obligations; and
- technical information generated when you use our website, including information collected through cookies where applicable.

We only collect personal information that is relevant to the services we provide or that we are required to collect for legal, regulatory or legitimate business purposes.

3. How we use your personal information

We may use your personal information to:

- respond to enquiries;
- provide letting and property-management services;
- administer applications for tenancies;
- carry out tenant and guarantor referencing;
- verify identity and carry out relevant checks;
- prepare and administer tenancy agreements;
- collect and process rent and other payments;

- manage deposits and financial transactions;
- communicate with landlords, tenants, guarantors and other relevant parties;
- arrange property maintenance, repairs and inspections;
- manage complaints, disputes or claims;
- maintain appropriate business and financial records;
- protect our business and our clients from fraud or other unlawful activity;
- comply with legal, regulatory and professional obligations; and
- establish, exercise or defend legal claims where necessary.

4. Our lawful bases for using your information

Under UK data protection law, we must have a lawful basis for processing your personal information.

Depending on the circumstances, we may process your information on the following bases:

Contract – processing is necessary for us to enter into or perform a contract with you.

Legal obligation – processing is necessary for us to comply with a legal or regulatory obligation.

Legitimate interests – processing is necessary for our legitimate business interests, or those of another party, provided those interests are not overridden by your rights and interests.

Consent – where we rely on your permission to process information for a particular purpose. Where consent is our lawful basis, you may withdraw that consent at any time.

The lawful basis used will depend on the purpose for which the information is being processed.

5. Where we obtain personal information

We primarily obtain personal information directly from you.

Where necessary for the provision of our services or to meet our obligations, we may also receive information from third parties including:

- landlords, tenants and guarantors;
- referencing and credit reference providers;
- suppliers and service providers;
- contractors;
- insurance providers;
- local authorities and other public bodies;
- professional or legal advisers;
- regulatory authorities; and
- other organisations where it is lawful and necessary for us to receive the information.

6. Who we share personal information with

We only share personal information where this is necessary to provide our services, manage a property or tenancy, operate our business or comply with our legal and regulatory obligations. Organisations and individuals we may share information with include:

Rightmove – referencing services

We use Rightmove's referencing services to carry out relevant checks on prospective tenants and guarantors.

Alto – property management and CRM software

We use Alto as our property management and customer relationship management system. It is used to hold information relating to landlords, tenants, tenancies, properties and relevant financial transactions.

We may also share information, where appropriate, with:

- landlords, tenants and guarantors;

- contractors and suppliers carrying out work in connection with properties we manage;
- deposit protection and client money protection providers;
- utility providers and local authorities where appropriate;
- insurance providers;
- accountants, auditors and other professional advisers;
- legal advisers;
- regulatory or professional bodies;
- financial or fraud-prevention authorities;
- debt collection agencies where necessary;
- law enforcement or other public authorities where required by law; and
- other suppliers and service providers who process information on our behalf.

We do not sell your personal information.

7. How long we keep your personal information

We keep personal information only for as long as it is reasonably necessary for the purpose for which it was collected and to meet our legal, regulatory, accounting and professional obligations.

Our standard retention periods are:

- **Landlord, tenant, guarantor, tenancy and property-management records:** normally retained for **six years after the tenancy or our relationship with the client has ended**.
- **Financial, accounting and transaction records:** normally retained for **six years after the end of the relevant financial year**, or longer where required by law.
- **Tenant referencing and identity-verification information:** retained only for as long as necessary for the referencing, tenancy and associated legal or regulatory requirements. Where this information forms part of the tenancy record, relevant records may be retained for up to **six years after the tenancy ends**.
- **Enquiries that do not result in a tenancy or client relationship:** normally retained for **12 months after the last contact**, unless there is a legitimate reason to retain the information for longer.
- **Complaints, disputes and claims:** normally retained for **six years after the matter is concluded**, or longer where reasonably necessary because of ongoing or anticipated legal proceedings.
- **Contractor and supplier records:** normally retained for **six years after our relationship with the contractor or supplier ends**, where required for business, accounting or legal purposes.

We may retain information for longer where this is required by law, necessary in connection with a legal claim, or required by a regulatory or professional body.

At the end of the applicable retention period, personal information will be securely deleted, destroyed or anonymised unless there is a lawful reason for us to retain it for longer.

We review our retention periods periodically to ensure that personal information is not kept for longer than necessary.

8. Your data protection rights

Depending on the circumstances and the lawful basis on which we process your information, you may have the right to:

- **Access** – ask us for copies of your personal information.
- **Rectification** – ask us to correct personal information that is inaccurate or complete information that is incomplete.
- **Erasure** – ask us to delete your personal information in certain circumstances.

- **Restriction** – ask us to restrict the way we use your personal information in certain circumstances.
- **Object** – object to our processing of your personal information in certain circumstances.
- **Data portability** – ask us to transfer information you provided to us to another organisation or to you, where this right applies.
- **Withdraw consent** – where we rely on consent, you can withdraw that consent at any time.

Not all of these rights apply in every circumstance.

If you make a request relating to your data protection rights, we will respond without undue delay and normally within one month.

To exercise any of these rights, please contact us using the details above.

9. Keeping your information secure

We take appropriate organisational and technical measures to protect personal information against unauthorised access, alteration, disclosure, loss or destruction.

We also take reasonable steps to ensure that organisations processing personal information on our behalf handle that information appropriately and securely.

10. Cookies and our website

Our website may use cookies and similar technologies to enable the website to function and to help us understand how visitors use it.

Where required, you will be given a choice about non-essential cookies when visiting our website.

Further information about the cookies used on our website can be found in our cookie information or cookie settings.

11. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes to our services, how we use personal information or applicable legal and regulatory requirements.

The date at the top of this notice shows when it was last updated.

12. How to complain

If you have any concerns about how we use your personal information, please contact us in the first instance:

Tovo Property Ltd

68 London Road

Sawston

Cambridge

CB22 3XE

Email: info@tovoproperty.co.uk

Telephone: 07398 313902

If you remain unhappy with how we have handled your personal information, you can also complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office, 4th Floor, No. 3 Circle Square

5 Hawkshaw Street

Manchester

M1 7BL **Telephone:** 0303 123 1113

Website: www.ico.org.uk