

Privacy Policy

Rayners Lettings Ltd trading as Rayners Town and Country Privacy Notice

Our aim is to safeguard our users' privacy whilst providing a personalised and valuable service. Collecting personal information is necessary if we are to satisfy the expectations and requirements of our users, e.g. by communicating with them and providing an interactive service. We appreciate that you do not want the personal information you provide to us distributed indiscriminately and here we explain what information we collect, what we do with it and what controls you have.

Any non-personal information such as IP address, pages accessed, and files downloaded will only be used to determine how many individuals use our site, how many people visit on a regular basis, which pages are most popular, and which pages are least popular. This information doesn't tell us anything about who you are or where you live, it is simply used to enable us to monitor and improve our service. This is done by way of cookies on our website and the use of analytical services such as Google Analytics.

External links

This website may contain links to third party sites that we have no control over, if you visit those sites you should check you are happy with their own privacy policies and terms of use before providing any personal information. In addition, if you linked to our website from a third party, we cannot be responsible for the privacy policies and practices of that third party site

Your information and how we use it

What type of information we hold

We currently collect and process the following information:

- Name
- Contact details
- Proof of Identity
- Date of Birth
- Financial Information, including bank statements or tax information
- Employment details
- State benefit information
- Next of kin information
- Property title/deeds
- Power of attorney information

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Carry out our obligations arising from any contracts entered into between you and us
- Tenant referencing checks, including immigration checks.
- Landlord ID checks
- Notify you about changes to our service
- Ensure that content from our site is presented in the most effective manner
- To administer our business and support those who work with us
- To comply with legal or regulatory requirements

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time by contacting enquiries@raynersletting.com
- We have a contractual obligation.
- We have a legitimate interest.

What we do with the information we have

We use the information that you have given us in order to:

- Enable your use of any services that we may provide through our website or third-party websites
- Supply you with our products and services
- Send statements, invoices and payment reminders to you, your lawyers who you use for conveyancing, or to collect payments from you
- Deal with enquiries and complaints
- Perform money laundering, financial and credit checks
- Use tracing services to obtain onward contact details and collect any unpaid debts for any default by you
- Comply with our legal and regulatory obligations

If you are a potential tenant we will share your name, phone number and email address with our 3rd party referencing company. If the property is managed we may share your first name, phone number and property let with one of our reputable contractors.

How we store your information

Your information is securely stored on our operating CRM software, Focus Micro system, Expert agent and Payprop.

We will only keep information about you for the following timelines:

- Tenants: The duration of the tenancy plus 12 months after the end of the tenancy.
- Landlords: The duration of the tenancy or until our services are cancelled. Plus up to a maximum of 6 years for high level information

Your data protection rights

Under data protection law, you have rights including:

Your right of access – You have the right to ask us for copies of your personal information.

Your right to rectification – You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing – You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing – You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability – You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us enquiries@raynersletting.com if you wish to make a request.

Our contact details

Name: Rayners Lettings Ltd trading as Rayners Town and Country

Address: 2 Glebe Road, Warlingham, Surrey, CR6 9NJ

We are registered with the Information Commissioner's Office membership number ZB104536

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113

Effective from 02.04.2025

Review date 02.04.2026