

JACKSONS PRIVACY NOTICE

LONG LEASEHOLD

Date of this notice: 18 September 2026

Last updated: 18 September 2026

1. WHO WE ARE

This Privacy Notice explains how Gary and Jill Pickard trading as Jacksons (“Jacksons”, “we”, “us” or “our”) collect, use, store and share personal information in connection with our property letting, property management and related services. Gary and Jill Pickard trading as Jacksons is the data controller responsible for your personal information under the UK GDPR and Data Protection Act 2018, except where stated otherwise in this Privacy Notice.

2. WHO THIS PRIVACY NOTICE APPLIES TO

This Privacy Notice applies to personal information we process in connection with:

- leaseholders and sub-tenants;
- freeholders;
- Right to Manage (RTM) companies;
- freehold management companies; and
- other individuals whose personal information we process in connection with our services.

The information we collect, how we use and share it, and how long we retain it will depend on our relationship with you and the services we provide.

Where appropriate, we may provide additional privacy information when we collect your personal information.

3. WHAT PERSONAL INFORMATION WE COLLECT

We collect information that is adequate, relevant and limited to what is necessary for the purposes for which it is processed.

Depending on your relationship with Jacksons, this may include:

Leaseholders and sub-tenants

- name and contact details;
- property address;
- mortgage and registered title information, where relevant;
- information contained in the lease;
- emergency contact information;
- information provided by solicitors or other professional advisers; and
- other information reasonably necessary to manage the property or development.



Freeholders, RTM companies and management companies

We may process personal information relating to individuals connected with these organisations, including:

- names and contact details;
- property and development information;
- bank and payment information;
- information relating to directors or shareholders;
- information provided by solicitors and other professional advisers;
- information obtained from Companies House or other publicly available sources, where appropriate; and
- other information reasonably necessary to provide our management services.

Special category information

In limited circumstances, we may process special category personal information, such as health information, where permitted by applicable data protection law and any required additional conditions are satisfied.

4. HOW WE COLLECT YOUR INFORMATION

We may collect personal information:

- directly from you, including when you contact us or complete a form;
- when you use our website or services or enter into a tenancy, guarantee, management agreement or other relationship with us;
- from landlords, tenants, applicants, guarantors, referees, previous landlords, employers and referencing providers;
- from credit reference agencies;
- from solicitors and other professional advisers;
- from freeholders, RTM companies and management companies;
- from Companies House and other publicly available sources;
- from HMRC, government or regulatory authorities, where appropriate;
- from contractors, suppliers and service providers; and
- from other third parties where there is a lawful basis for obtaining the information.

Where we obtain personal information from a source other than you, we will provide the privacy information required by applicable law, including information about the source and categories of information obtained, unless a legal exception applies.

5. HOW WE USE YOUR INFORMATION

Depending on your relationship with Jacksons, we may use your personal information to:

- respond to enquiries and communicate with you;
- administer landlord and other business relationships;
- arrange repairs, maintenance, inspections and other property services;
- administer payments, financial matters and utilities;
- communicate with contractors, suppliers and professional advisers;
- maintain appropriate business and property records;
- comply with legal and regulatory obligations;



- prevent and detect fraud and other unlawful activity;
- establish, exercise or defend legal claims;
- manage complaints and disputes;
- protect our property, systems, business and legal interests;
- respond to lawful requests from courts, tribunals, law enforcement agencies or regulators; and
- carry out other purposes explained to you when we collect your information.

If we intend to use your personal information for a new or materially different purpose, we will consider whether the further processing is permitted by applicable data protection law and whether additional privacy information is required.

6. OUR LAWFUL BASES FOR PROCESSING

The lawful basis we use depends on the purpose of the processing and the circumstances.

We may rely on the following lawful bases:

Contract

Where processing is necessary to enter into or perform a contract with you, including to:

- administer a tenancy or guarantee;
- provide letting or property management services; or
- provide management services under an agreement with a freeholder, RTM company or management company.

Legal obligation

Where processing is necessary to comply with a legal obligation, including:

- accounting and tax requirements;
- legal and regulatory record keeping;
- court or tribunal requirements; or
- lawful requests from authorities.

Legitimate interests

Where processing is necessary for our legitimate interests, or those of a third party, provided these are not overridden by your interests, rights or freedoms.

Our legitimate interests may include:

- managing properties and developments;
- administering business relationships, payments and arrears;
- communicating with relevant property owners, occupiers and other parties;
- preventing and detecting fraud;
- protecting our property, systems and business;
- establishing, exercising or defending legal claims;
- managing complaints and disputes; and
- maintaining and improving the security and quality of our services.



Where we rely on legitimate interests, we will consider whether the processing is necessary and whether our interests are appropriately balanced against your rights and freedoms.

Consent

Where appropriate, we may rely on your consent to process personal information. Where we do, we will explain what you are consenting to and you may withdraw your consent at any time.

Special category data

Where we process special category data, we will have both an applicable Article 6 lawful basis and an applicable condition under Article 9 of the UK GDPR. Where required, we will also comply with the relevant requirements of the Data Protection Act 2018.

7. WHO WE SHARE YOUR INFORMATION WITH

We may share personal information where necessary for the purposes described in this Privacy Notice and where permitted by applicable law.

Depending on your relationship with Jacksons, we may share relevant information with:

- landlords, tenants, applicants and guarantors;
- freeholders, RTM companies, freehold management companies and relevant directors or shareholders;
- leaseholders and other occupiers where necessary for legitimate property management purposes;
- referencing providers and credit reference agencies;
- deposit schemes;
- contractors, maintenance providers and other property service providers;
- utility companies;
- surveyors and consultants;
- solicitors and other professional advisers;
- insurers and insurance brokers;
- accountants and auditors;
- IT, software, cloud storage and communications providers;
- other suppliers providing services to Jacksons or in connection with a property;
- a new managing agent where management responsibility transfers;
- courts, tribunals, regulators, government authorities, law enforcement agencies and dispute-resolution or Ombudsman services; and
- other recipients where required or permitted by law.

Where another organisation processes personal information on our behalf, we will take appropriate steps to ensure that suitable contractual and data protection safeguards are in place.

We will not sell your personal information.



8. INTERNATIONAL TRANSFERS AND WHERE INFORMATION IS HELD

We use third-party service providers, including cloud-based software and IT systems, to provide our services and manage personal information. Some of these providers may process or access personal information outside the United Kingdom.

Where personal information is transferred outside the UK, we will ensure that the transfer is permitted under applicable data protection law and that appropriate safeguards are in place where required. These may include an adequacy regulation, appropriate contractual safeguards or another lawful transfer mechanism.

Personal information may therefore be held or accessed in the UK and, where applicable, other countries in which our service providers or their authorised suppliers operate.

9. HOW LONG WE KEEP YOUR INFORMATION

We keep personal information only for as long as reasonably necessary for the purposes for which it is processed. When deciding how long to retain information, we consider the purpose for which it was collected, our relationship with you, legal and regulatory obligations, accounting and record-keeping requirements, legal claims and legitimate business requirements.

Our proposed retention periods are:

<u>Category</u>	<u>Proposed retention period</u>
Leaseholders/sub-tenants	Up to 12 years
Freeholders/RTM/management companies	Up to 12 years

We may retain information for longer where necessary to comply with a legal obligation or establish, exercise or defend legal claims.

When personal information is no longer required, we will securely delete it or otherwise dispose of it in accordance with our retention procedures.

10. YOUR DATA PROTECTION RIGHTS

Depending on the circumstances and applicable legal requirements, you may have the right to:

- be informed about how your personal information is used;
- request access to the personal information we hold about you;
- request correction of inaccurate or incomplete information;
- request deletion of your personal information in certain circumstances;
- request restriction of processing in certain circumstances;
- object to certain processing;
- request transfer of certain personal information to you or another organisation in a structured, commonly used and machine-readable format; and
- have rights relating to solely automated decision-making, including profiling, where applicable.



These rights are subject to legal conditions and exemptions and therefore do not apply in every circumstance.

Where we process your personal information on the basis of legitimate interests, you may have the right to object.

Where we process your information on the basis of consent, you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing carried out before consent was withdrawn.

To exercise your rights, please contact us using the details in Section 15. We may need to verify your identity before dealing with your request and will respond within the timescales required by applicable data protection law.

11. KEEPING YOUR INFORMATION SECURE

We use appropriate technical and organisational measures designed to protect personal information against:

- accidental loss, destruction or damage;
- unauthorised access, use or disclosure; and
- other unlawful processing.

Access to personal information is limited to people who have a genuine business need to access it.

We maintain procedures for identifying, assessing and responding to personal data breaches and will notify the Information Commissioner's Office or affected individuals where legally required.

12. HOW TO COMPLAIN

If you have concerns about how Jacksons has collected, used or otherwise processed your personal information, please contact us using the details in Section 15. We will investigate your complaint and seek to resolve it appropriately. If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO), the UK's independent supervisory authority for data protection.

ICO website: ico.org.uk

13. CHANGES TO THIS NOTICE

We may update this Privacy Notice to reflect changes to our services, how we process personal information, our systems, suppliers or applicable law. Where there are material changes, we will take appropriate steps to inform affected individuals. The latest version will be available through our usual communication channels and/or on our website.

14. ACCESSIBILITY AND ADDITIONAL HELP

We want this Privacy Notice to be accessible to everyone. If you need this notice in an alternative format or require additional assistance to understand it, please contact us and we will consider reasonable requests.



15. CONTACT US

If you have any questions about this Privacy Notice or how we process your personal information, or wish to exercise your data protection rights, please contact us:

Jacksons

193 Church Road
Hove
East Sussex
BN3 2AB

Telephone: 01273 204401 | 01273 328556

Email: info@jacksonsproperties.co.uk

Website: www.jacksonsproperties.co.uk

Please provide sufficient information for us to identify you and understand your request. We may ask you to verify your identity before dealing with certain requests.

