

AUGUST 2026 Privacy Notice provided by Paige & Co

We are required to notify you of this information under the General Data Protection Regulation. Please ensure you read this notice (sometimes referred to as a “privacy notice”) and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

This privacy notice contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who we are

Paige and Co South East Ltd, trading as Paige & Co, collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as ‘controller’ of that personal information for the purposes of those laws. In this privacy notice, references to “we” or “us” means Paige & Co.

Data Protection Principles

We will comply with the data protection principles when gathering and using personal information, as set out in our GDPR data protection policy.

The personal information we collect and use

During the performance of our contract as managing agent/Letting Agent, we collect the following personal information when you provide it to us:

- Full name and contact details, including contact number, email and postal address
- Information relating to your identity, where we are required to collect this to comply with Money Laundering Regulations 2017

- Your bank details, where you are letting a property to allow us to transfer monies
- Special data compromising of any relevant disability or health condition to comply with the Building Safety Act 2022 and The Fire Safety (Residential Evacuation Plans) (England) Regulations 2025.
- Your communications with us, including email or telephone correspondence when you contact us as part of a query.
- ID/Visas and immigration status in order to comply with your rights to rent.
- Mortgage details

Where we are required by law to collect your personal data (for example, to comply with fraud prevention or anti-money laundering obligations), or where we need your personal data to perform a contract with you, you must provide the information we request. If you do not provide the required personal data, we may be unable to enter into or fulfil our contract with you, including providing our products or services. In these circumstances, we may have to cancel or refuse the relevant product or service. If this happens, we will let you know at the time.

The personal information collected from other sources

We may also obtain personal information (names, telephone numbers, email and postal address) from other sources as follows:

- Banks and other financial institutions
- Solicitors
- Accountants
- Third party websites
- Credit referencing agencies
- Other property management companies
- Land registry documents

How we use your personal information

We will typically collect and use this information for the following purposes:

- For the performance of a contract which we have with you.
- For the performance of a contract you have with our client and pursuant to which we are appointed as their agent. (and/or)

- For the purposes of our legitimate interests or those of a third party, but only if these are not overridden by your interests, rights or freedoms. We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

Who we share your personal information with

We routinely share the following categories of personal data:

- Name
- Email
- Telephone Number
- Postal Address

This personal information may be shared with the following categories of recipients:

- Accountants and Auditors
- Banks
- Companies House
- Contractors
- Credit referencing agencies
- Local authorities
- Information commissioner's office
- Insurance Brokers/companies
- Landlords
- Tenants
- Managing agents
- Tenancy deposit scheme
- Ombudsman Services
- Solicitors
- The Property Institute

We will share personal information with law enforcement or other authorities if required by applicable law.

Where your information may be held

Information may be held at our offices and those of third-party agencies, service providers, representatives and agents as described above. We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our GDPR data protection policy.

How long will your information be kept

We will keep information for a period of 6 years; any financial related information will be held for a period of 12 years.

Reasons we can collect and use your personal information

We rely on **contract** as the lawful basis for collecting and using your personal data where it is necessary to perform our contract with you or to take steps at your request before entering into a contract.

We rely on **legitimate interests** as the lawful basis where it is necessary to share or process your personal data in our dealings with third parties to enable us to fulfil our contractual obligations to you. We ensure that these legitimate interests are balanced against your rights and freedoms.

Your Rights

Under the General Data Protection Regulation, you have several important rights.

In summary, those include rights to:

- fair processing of information and transparency over how we use your personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing

- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please:

- email, call or write to us:

Tel: 01273 044717

Email: info@paigeandco.co.uk

Address: Foundry, 3 Ellen Street, Hove, BN3 3LN

- let us have enough information to identify you, including your full name, address and property address referenced, if different.
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates, including any account or reference numbers, if you have them.

If you have concerns about our use of your personal information, please contact us first so we can try to resolve the issue.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

Complaints: <https://ico.org.uk/make-a-complaint/> [\[gov.uk\]](https://www.gov.uk), [\[ico.org.uk\]](https://ico.org.uk)

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to Complain

We hope that we can resolve any query or concern you raise about our use of your information. The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: [0303 123 1113].

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

Complaints: <https://ico.org.uk/make-a-complaint/> [\[gov.uk\]](#), [\[ico.org.uk\]](#)

Changes to this privacy notice

This privacy notice was published on and last updated on **3rd August 2026** We may change this privacy notice from time to time, and when we do, we will inform you.

Do you need extra help?

If you would like this notice in another format (for example: audio, large print, braille) please contact us (see 'How to contact us' above).

Review date: August 2027