

Privacy Notice

Company:	Chambers Estate Agents (Cardiff) Limited.
Trading as:	Chambers Estate Agents
Address:	35 Merthyr Road, Whitchurch, Cardiff, South Glamorgan, CF14 1DB
Company Number:	08194230
Rent Smart Wales Licence:	LR-75096-91052
Client Money Protection:	UKALA Client Money Protection (CMP)
Client Money Protection Membership:	21352
Professional Indemnity Insurance: <i>(Policy details are available on request.)</i>	Held by Chambers Estate Agents.
Redress Scheme Membership:	PRS026998
Telephone:	029 2052 2106
Email:	info@chambersestateagents.co.uk
Version: 2.1	
Effective from:	1 June 2022
Last reviewed:	31 May 2026
Next review due:	31 May 2027

Residential Lettings, Property Management, Estate Agency & Related Services.

1. Introduction

Chambers Estate Agents (Cardiff) Limited trading as Chambers Estate Agents is committed to protecting personal information and handling it fairly, lawfully and transparently.

This Privacy Notice explains how we collect, use, store, share and protect personal information when we provide estate agency, residential lettings, property management and associated services.

This Privacy Notice applies to landlords, prospective landlords, clients, sellers, buyers, applicants, prospective contract-holders, contract-holders, tenants, guarantors, occupiers, permitted occupiers, contractors, suppliers, professional contacts, website users, complainants, visitors to our office, and any other individuals whose personal information we process in connection with our services.

This Privacy Notice should be read alongside our Terms of Business, Complaints Policy, Equality, Diversity and Inclusion Policy, Landlord Fee Guide, any occupation contract documentation, application documentation, website terms, cookie information and any other privacy information provided at the point personal information is collected.

2. Who We Are

Chambers Estate Agents (Cardiff) Limited trading as Chambers Estate Agents is the controller of personal information processed in connection with our business, unless we explain otherwise.

Our contact details are:

Company: Chambers Estate Agents (Cardiff) Limited trading as Chambers Estate Agents
Address: 35 Merthyr Road, Whitchurch, Cardiff, South Glamorgan, CF14 1DB
Telephone: 029 2052 2106
Email: info@chambersestateagents.co.uk

If you have any questions about this Privacy Notice or how we handle personal information, please contact the Directors / Senior Management using the contact details above.

3. Our Regulatory and Professional Context

Chambers Estate Agents is licensed by Rent Smart Wales to carry out letting and management activities in Wales.

We are required to comply with legal and regulatory obligations relevant to estate agency, lettings and property management, including Rent Smart Wales licensing requirements, the Housing (Wales) Act 2014, the Renting Homes (Wales) Act 2016, the Renting Homes (Fees etc.) (Wales) Act 2019, the Equality Act 2010, consumer protection requirements, anti-money laundering obligations where applicable, redress scheme obligations, client money protection requirements and data protection legislation.

We may process personal information where necessary to comply with these obligations, to provide our services, to protect the interests of landlords, contract-holders, applicants and other service users, and to maintain appropriate records for compliance, audit, complaint and regulatory purposes.

4. Personal Information We May Collect

Identity Information: Name, title, date of birth, photographic identification, proof of address, signature, nationality, identity document details, company officer details, beneficial ownership information, and information needed for identity, fraud prevention, sanctions or anti-money laundering checks.

Contact Information: Address, email address, telephone number, mobile number, correspondence address, forwarding address, emergency contact details and communication preferences.

Property Information: Property address, ownership details, title information, mortgage or consent information, insurance information, utility and council tax information, keys and access information, alarms, certificates, licences, compliance records, repairs, inspection records, photographs, inventories, maintenance records, contractor records, landlord registration details and Rent Smart Wales information.

Financial Information: Bank details, rent payment information, arrears information, invoices, statements, payment records, deposit information, holding deposit information, fee information, contractor payment information, tax residency information, non-resident landlord information, insurance information and information required for accounting or client money purposes.

Application and Referencing Information: Employment details, income, affordability information, credit history, previous landlord references, guarantor information, household information, intended occupiers, proposed move-in date, application status, identity checks, reference outcomes and information supplied through Goodlord or other referencing providers.

Tenancy and Occupation Information: Occupation contract details, rent due, rent paid, arrears, repair requests, inspection notes, communication records, complaints, deposit deductions, breach concerns, notices, renewal information, property condition records and end-of-occupation information.

Special Category or Sensitive Information: Information about disability, health, vulnerability, reasonable adjustments, communication needs, pregnancy, support needs, safeguarding concerns, domestic abuse concerns or other sensitive circumstances relevant to providing services, making adjustments, handling complaints or meeting legal obligations.

Equality and Fair Treatment Information: Where relevant to compliance with equality obligations, reasonable adjustment requests, complaint handling, applicant handling, Rent Smart Wales audit readiness, discrimination concerns, or Welsh rental discrimination requirements relating to children and benefits.

Communication Information: Emails, letters, notes of telephone calls, text messages, portal messages, website enquiries, complaint correspondence, meeting notes, viewing feedback, landlord instructions and internal notes relating to services.

Technical and Website Information: IP address, browser type, device information, website usage information, enquiry form information and cookie information where applicable.

CCTV or Office Visit Information: If CCTV or visitor monitoring is used at our premises.

5. How We Collect Personal Information

We may collect personal information directly from you when you contact us, instruct us, apply for a property, request a viewing, submit documents, sign forms, complete an application, enter into an occupation contract, make a payment, report a repair, raise a complaint, use our website, visit our office, communicate with us or otherwise use our services.

We may collect personal information from third parties, including landlords, applicants, contract-holders, tenants, guarantors, employers, previous landlords, contractors, suppliers, Goodlord, PayProp, the DPS, referencing providers, credit reference agencies, identity verification providers, solicitors, accountants, insurers, Chambers Property Finance, mortgage brokers, surveyors, local authorities, Rent Smart Wales, utility providers, managing agents, freeholders, redress schemes, professional advisers, public registers and other parties involved in the letting, management, sale or compliance of a property.

We may collect personal information from publicly available sources, including Companies House, HM Land Registry, the Rent Smart Wales public register, local authority records, sanctions lists, insolvency registers, electoral roll information, professional registers, property portals and other lawful public sources.

6. Why We Use Personal Information

We use personal information to provide estate agency, lettings, property management and related services. This may include responding to enquiries, valuing and marketing properties, arranging viewings, managing applications, carrying out referencing, progressing occupation contracts, collecting rent, accounting to landlords, protecting deposits, arranging maintenance, instructing contractors, managing compliance, handling inspections, dealing with complaints, supporting rent reviews, assisting with renewals, managing arrears, communicating with service users, maintaining records and complying with legal or regulatory obligations.

We also use personal information to protect the interests of landlords, applicants, prospective contract-holders, contract-holders, tenants and other service users, to prevent fraud, to verify identity, to comply with anti-money laundering and sanctions requirements where applicable, to meet Rent Smart Wales requirements, to comply with client money protection and redress obligations, to handle disputes, to defend or bring legal claims, and to maintain professional standards.

7. Lawful Bases for Using Personal Information

We will only use personal information where we have a lawful basis to do so. We may use personal information because it is necessary for a contract with you or to take steps before entering into a contract. We may use personal information because it is necessary for compliance with a legal

obligation. We may use personal information because it is necessary for our legitimate interests or the legitimate interests of another party, provided those interests are not overridden by your rights and freedoms. We may use personal information because you have given consent.

We may use personal information where it is necessary to protect vital interests, for example in an emergency affecting life, health or safety.

We may use special category information where we have a lawful basis and a special condition under data protection law. This may include situations where processing is necessary for legal claims, substantial public interest, equality obligations, safeguarding, health and safety, reasonable adjustments, or where you have provided explicit consent.

8. Landlords and Prospective Landlords

If you are a landlord or prospective landlord, we may process your personal information to provide valuation, marketing, letting and property management services.

9. Applicants, Prospective Contract holders & Contract holders

If you enquire about, view, apply for, reserve, occupy or rent a property through Chambers Estate Agents, we may process your personal information to handle your enquiry, arrange viewings, assess your application, arrange referencing, communicate with the landlord, progress the occupation contract, collect permitted payments, protect deposits, manage repairs, handle inspections, manage rent payments, respond to complaints and comply with legal obligations.

10. Guarantors

If you are proposed as a guarantor, we may process your personal information to assess your suitability, carry out checks, communicate with you, prepare guarantee documentation, verify identity, assess affordability and maintain records.

11. Contractors, Suppliers and Professional Contacts

If you are a contractor, supplier or professional adviser, we may process your personal information to obtain quotations, instruct work, manage contractor appointments, verify insurance or qualifications, process invoices, arrange access, communicate with landlords and contract-holders, manage complaints, review performance, maintain supplier records and comply with accounting or legal obligations.

12. Equality, Diversity, Reasonable Adjustments & Vulnerability

We may process information relating to disability, health, vulnerability, pregnancy, family status, communication needs, support needs, reasonable adjustments or other sensitive circumstances where necessary and lawful.

13. Children & Benefits Discrimination Compliance

From 1 June 2026, Welsh rental rules make it unlawful for landlords or anyone acting on their behalf to discriminate against applicants because they have children or receive benefits.

14. Sharing Personal Information

We may share personal information with landlords, applicants, prospective contract-holders, contract-holders, tenants, guarantors, occupiers, contractors, suppliers, Goodlord, PayProp, the DPS, referencing providers, credit reference agencies, identity verification providers, insurers, Chambers Property Finance, mortgage brokers, solicitors, accountants, surveyors, inventory clerks, cleaners, maintenance providers, utility providers, local authorities, Rent Smart Wales, redress schemes, UKALA, client money protection providers, courts, tribunals, enforcement bodies, regulators, police, fraud prevention agencies, HMRC, professional advisers and IT service providers.

15. Goodlord

We use Goodlord for applicant progression, referencing, documentation and occupation contract arrangements.

16. PayProp

We use PayProp for rent collection, client accounting, landlord payments, deductions, statements and payment processing.

17. Deposit Protection Service

When a security deposit is taken and protected with the Deposit Protection Service (DPS), Chambers Estate Agents may share relevant personal information with the DPS. This includes:

- **Landlord details**
- **Contract-holder details**
- **Property address**
- **Deposit amount**
- **Occupation information (relevant to the tenant)**
- **Contact details for all parties involved**
- **Repayment details (how and when the deposit will be returned)**
- **Dispute information (if any issues arise regarding the deposit)**
- **Evidence relevant to deposit protection or adjudication.**

The DPS may also provide its own privacy information regarding how it handles your deposit details.

18. Chambers Property Finance and Insurance Referrals

If you request assistance with insurance, mortgage, or related financial enquiries, Chambers Estate Agents may share relevant personal information with Chambers Property Finance or another appropriate provider. This includes:

- **Name**
- **Contact details**
- **Property information**
- **Landlord status**
- **Insurance requirements**
- **Mortgage-related information**

Other relevant details pertaining to the enquiry.

Chambers Estate Agents does not provide insurance, mortgage or financial advice under its lettings Terms of Business unless separately authorised and agreed through an appropriate regulated entity. If a referral results in a commission, fee, or other benefit, this will be disclosed where required and further details are available on request.

19. Rent Smart Wales and Regulatory Sharing

We may share personal information with Rent Smart Wales where necessary to comply with landlord registration, agent licensing, managed property list requirements, licence conditions, audit requests, Code of Practice compliance, investigations, complaints, enforcement or other regulatory obligations. This includes:

- **Landlord details**
- **Property details**
- **Managed property records**
- **Licence information**
- **Registration information**
- **Compliance records**
- **Complaint information & relevant correspondence.**

We may also share personal information with local authorities, Welsh Government, courts, tribunals, redress schemes, police, HMRC, Trading Standards, or the Information Commissioner's Office as required by law.

20. Marketing Communications

We may use your contact details to send service-related communications about matters connected with your property, application, occupation contract, tenancy, management service, repairs, compliance, complaints, payments or legal obligations. We may also send marketing communications about our services where permitted by law, including information about lettings, sales, property management, landlord services, insurance referrals, mortgage or finance-related services, and market updates.

Where consent is required for marketing, we will ask for your explicit consent. Where we rely on legitimate interests for business-to-business or existing-client communications, you may object or opt out at any time. You can ask us to stop sending marketing communications by contacting info@chambersestateagents.co.uk. We will not sell your personal information to third-party advertisers.

21. Website, Cookies & Online Enquiries

If you use our website or submit an online enquiry, we may collect information such as:

- **Name**
- **Contact details**
- **Property requirements**
- **Message content**
- **IP address**
- **Browser type**
- **Device information**
- **Website usage information**

Our website may use cookies or similar technologies. Where required, further information will be provided through our cookie notice or website settings. You can usually control cookies through your browser settings, although disabling some cookies may affect website functionality.

22. How Long We Keep Personal Information

We will keep personal information only for as long as necessary for the purposes for which it was collected, including to provide services, comply with legal obligations, maintain records, resolve disputes, respond to complaints, support audit requirements, defend legal claims and meet regulatory or accounting obligations. The retention period will depend on the type of information and its purpose.

Generally, landlord, contract-holder, tenancy, occupation contract, rent, accounting, compliance, complaint and property management records will normally be retained for at least six years after the end of the relevant relationship, transaction, occupation, management instruction or complaint, unless a longer period is required for legal, regulatory, tax, insurance, redress, audit, dispute or safeguarding reasons. Identity check and anti-money laundering records may be retained for the period required by applicable law or professional requirements. Unsuccessful applicant records will normally be retained for a shorter period unless there is a legitimate reason to keep them longer, such as a complaint, dispute, fraud concern, legal claim, audit requirement or regulatory issue. Marketing contact information will be retained until you opt out, withdraw consent where consent is used, or until we no longer have a legitimate reason to keep it. Where we no longer need personal information, we will delete it, anonymise it or securely archive it in accordance with our data retention arrangements.

23. Security of Personal Information

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. These measures may include secure systems, access controls, password protection, staff training, secure document storage, controlled

access to records, appropriate use of third-party platforms, secure disposal of records and internal procedures for handling personal information. We expect third-party service providers who process personal information on our behalf to apply appropriate security measures. No system can be guaranteed to be completely secure, but we take data protection and information security seriously.

24. International Transfers

Some third-party systems, platforms or service providers may process personal information outside the United Kingdom. Where personal information is transferred outside the United Kingdom, we will take steps to ensure that appropriate safeguards are in place where required by data protection law. This may include adequacy regulations, standard contractual clauses, transfer risk assessments or other legally recognised safeguards.

25. Your Data Protection Rights

You have rights in relation to your personal information, including:

- **The right to request access to your personal information**
- **The right to request correction of inaccurate information**
- **The right to request erasure in certain circumstances**
- **The right to request restriction of processing**
- **The right to object to processing**
- **The right to data portability in certain circumstances**
- **The right to withdraw consent where we rely on consent.**
- **These rights are not absolute and may be subject to legal limitations.**

For example, we may need to keep certain information to comply with legal obligations, maintain accounting records, respond to complaints, defend legal claims or meet regulatory requirements. To exercise your rights, please contact us using the details set out in this Privacy Notice. We may need to verify your identity before responding to a request.

26. Complaints about Data Protection

If you are concerned about how we handle your personal information, please contact us first so that we can try to resolve the matter.

You can contact:

Name: Chambers Estate Agents
Address: 35 Merthyr Road, Whitchurch, Cardiff, South Glamorgan, CF14 1DB
Telephone: 029 2052 2106
Email: info@chambersestateagents.co.uk

For the attention of:

The Directors / Senior Management. You also have the right to complain to the Information Commissioner's Office.

27. Complaints, Redress & Regulatory Records

Where you make a complaint, we will process personal information to investigate and respond to the complaint. This may include reviewing correspondence, call notes, property records, application records, inspection reports, repair records, rent records, contractor information, staff records, landlord instructions, equality or reasonable adjustment information and other relevant material. Where appropriate, personal information may be shared with the Property Redress Scheme, Rent Smart Wales, professional advisers, insurers, solicitors or other relevant parties. Complaint records will normally be retained for at least six years from closure, unless a longer period is required because of legal, regulatory, redress, insurance or ongoing dispute reasons.

28. Automated Decision-Making

We do not make solely automated decisions that produce legal or similarly significant effects without human involvement. Some third-party systems, such as referencing, credit checking, fraud prevention or affordability tools, may use automated processes to help assess applications or provide recommendations. Where this occurs, the outcome will normally be considered as part of a wider application review and may be subject to human review. Applicants may contact us if they have concerns about a referencing or application outcome.

29. Accuracy of Information

We rely on individuals, landlords, applicants, contract-holders, guarantors, contractors and third parties to provide accurate and up-to-date information. You must tell us promptly if your personal information changes, including your address, contact details, bank details, ownership details, Rent Smart Wales registration information, property details, employment information, guarantor details, household information or any other information relevant to the services we provide. We may take reasonable steps to verify information where necessary.

30. Failure to Provide Information

Where we need personal information to provide services, comply with legal obligations, verify identity, process an application, arrange an occupation contract, manage a property, collect rent, protect a deposit, instruct contractors, comply with Rent Smart Wales requirements or meet other obligations, failure to provide the information may mean that we cannot provide services, progress an application, proceed with a tenancy, make payments, complete checks, or continue acting.

31. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in law, regulation, Rent Smart Wales requirements, ICO guidance, business practice, technology, third-party providers or the services we provide. The latest version will be available on request and may also be made available through our website. Where a material change affects how we use personal information, we will take reasonable steps to bring the updated notice to the attention of affected individuals where required.

Thanks you.

**We hope this
information
has helped.**

