

# Privacy Policy

## Comfy Hills Ltd

Last updated: March 2026

### 1. Who We Are

Comfy Hills Ltd ("we", "us", "our") is a property management company specialising in guaranteed rent services for landlords across the UK. We are registered with the Information Commissioner's Office (ICO) and are committed to protecting your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

You can contact us at:

- Email: [manager@comfyhills.co.uk](mailto:manager@comfyhills.co.uk)
- Phone: 07446008207
- Website: [comfyhills.co.uk](https://comfyhills.co.uk)

### 2. What Data We Collect

We may collect and process the following personal data:

- Full name
- Email address
- Phone number
- Property address(es)
- Financial information relevant to rental agreements
- Identity documents (for Anti-Money Laundering compliance)
- Communication records (emails, calls, messages)

### 3. How We Use Your Data

We use your personal data for the following purposes:

- To provide our guaranteed rent and property management services
- To communicate with you about your property and contract
- To comply with legal obligations including Anti-Money Laundering (AML) regulations
- To process rental payments
- To respond to enquiries submitted via our website or telephone

### 4. Our Legal Basis for Processing

We process your data under the following lawful bases:

- Contract: Processing is necessary to fulfil our rental agreement with you
- Legal obligation: To comply with AML, GDPR, and other regulatory requirements
- Legitimate interests: To manage and improve our services

- Consent: Where you have explicitly agreed to receive marketing communications

## 5. How Long We Keep Your Data

We retain your personal data only for as long as necessary. Typically:

- Contractual data: 6 years after the end of any agreement (in line with the Limitation Act 1980)
- AML/identity data: 5 years after the end of the business relationship
- Enquiry data (where no contract was entered): 12 months

## 6. Sharing Your Data

We do not sell your personal data. We may share it with:

- Regulatory bodies (e.g. HMRC, Property Redress Scheme) where legally required
- Professional advisors such as solicitors or accountants
- IT service providers who support the running of our business, under strict data processing agreements

## 7. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Correct inaccurate data
- Request erasure of your data ("right to be forgotten")
- Object to or restrict processing of your data
- Data portability
- Withdraw consent at any time (where consent is the legal basis)

To exercise any of these rights, please contact us at the details in Section 1.

## 8. Cookies

Our website may use cookies to improve your browsing experience. By continuing to use our website, you consent to our use of cookies in accordance with this policy.

You can disable cookies via your browser settings at any time.

## 9. Complaints

If you believe we have not handled your data correctly, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- Website: [ico.org.uk](http://ico.org.uk)
- Phone: 0303 123 1113

## 10. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website. We recommend checking this page periodically.