

PRIVACY NOTICE

JUNGLE PROPERTY (SOMERSET) LIMITED

RESIDENTIAL LETTINGS, PROPERTY MANAGEMENT & BLOCK MANAGEMENT

Last updated: September 2026

We are Jungle Property (Somerset) Limited. We respect your privacy and are committed to protecting your personal data. This privacy notice tells you how we look after your personal data when you interact with us as a tenant, landlord, block management company director, leaseholder, or shareholder, and tells you about your privacy rights and how the law protects you.

1. Important Information and Who We Are

Purpose of This Privacy Notice

This privacy notice aims to give you information on how Jungle Property (Somerset) Limited collects and processes your personal data through your use of our services, including residential letting, property management, and block and estate management.

This notice applies to:

- Tenants (prospective, current, and former)
- Landlords (prospective, current, and former)
- Directors of Block Management Companies / Resident Management Companies (RMCs) / Right to Manage (RTM) companies
- Leaseholders and Freeholders
- Shareholders of Block Management Companies

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you.

Controller

Jungle Property (Somerset) Limited is the data controller and responsible for your personal data (referred to as "we", "us", or "our" in this notice).

If you have any questions about this privacy notice or our privacy practices, please contact us using the details below:

Full name of legal entity: Jungle Property (Somerset) Limited

Data Protection Officer / Contact: Thomas Morgan

Email address: Glastonbury@JungleProperty.co.uk

Postal address: Jungle Property, Northover Mill, Beckery, GLASTONBURY, BA6 9GX

Telephone number: +44 (0)1458 445 824

Internal Complaints Procedure

Under the Data (Use and Access) Act 2025, you have the right to submit a data protection complaint directly to us before or alongside contacting a regulatory body.

- To submit a complaint regarding how we handle your personal data, please email Glastonbury@JungleProperty.co.uk or write to us at our postal address marked "Data Protection Complaint".
- We will acknowledge your complaint within 30 days of receipt, investigate the matter without undue delay, and keep you informed of the progress and outcome.

Your Right to Complain to the ICO

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

2. The Data We Collect About You

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store, and transfer various kinds of personal data depending on your relationship with us:

A. Tenants (Prospective, Current, and Former)

- **Identity Data:** First name, last name, title, date of birth, national insurance number, proof of identity (passport, driving licence), and Right to Rent documentation.
- **Contact Data:** Rental address, forwarding address, email address, and telephone numbers.
- **Financial Data:** Bank account details, salary, income details, credit checks, employment reference details, and guarantor information.
- **Transaction Data:** Rent payment history, deposit records, maintenance requests, and utility account references.
- **Technical Data:** IP address, browser type, and location data if you use our website portal.

B. Landlords (Prospective, Current, and Former)

- **Identity Data:** First name, last name, title, proof of identity, and ownership verification documents.
- **Contact Data:** Correspondence address, email address, and telephone numbers.
- **Financial Data:** Bank account details (for rent forwarding), tax status, and non-resident landlord (NRL) scheme details.
- **Property Data:** Ownership deeds, mortgage company details, insurance policies, safety records (Gas Safe, EICR, EPC), and maintenance records.

C. Directors of Block Management Companies / RMCs / RTMs

- **Identity Data:** Name, title, date of birth, Companies House officer details, and signature.
- **Contact Data:** Service address, residential address, email address, and telephone numbers.
- **Governance Data:** Board meeting minutes, correspondence regarding block management, instructions provided to us, and voting records.

D. Leaseholders and Freeholders

- **Identity Data:** Name, title, and ownership documentation.
- **Contact Data:** Property address, correspondence address, email address, and emergency contact details.
- **Financial Data:** Service charge payment history, ground rent payments, reserve fund contributions, and bank account details for refunds.
- **Property Management Data:** Lease details, alterations requests, breach of lease correspondence, access records, and maintenance logs.

E. Shareholders of Block Management Companies

- **Identity Data:** Name and shareholder identifier.
- **Shareholding Data:** Number of shares held, share certificates, dividend history, and voting/proxy records for general meetings.

3. How We Collect Your Personal Data

We use different methods to collect data from and about you, including through:

- **Direct Interactions:** You may give us your Identity, Contact, and Financial Data by filling in forms, applying for a tenancy, instructing us to manage your property or block, or by communicating with us by post, phone, email, or via our website portal.
- **Third Parties or Publicly Available Sources:** We may receive personal data about you from third parties, including:
 - Tenant referencing agencies and credit reference agencies.
 - Previous landlords or employers.
 - HM Land Registry and Companies House.
 - Contractors, local councils, utility suppliers, or solicitors.
 - Estate agents or block management predecessors during handovers.

4. How We Use Your Personal Data (Lawful Bases)

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data under the following lawful bases:

- 1. Performance of a Contract:** Where we need to perform the contract we are about to enter into or have entered into with you (e.g., tenancy agreements, landlord management agreements, or block management service agreements).
- 2. Legal Obligation:** Where we need to comply with a legal or regulatory duty (e.g., Right to Rent checks, anti-money laundering regulations, safety compliance, HMRC tax reporting, or Companies Act requirements).
- 3. Legitimate Interests (including Recognised Legitimate Interests under UK law):** Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- 4. Consent:** Where you have given explicit consent for us to process your data for a specific purpose (e.g., marketing communications).

Summary of Purposes and Lawful Bases

Purpose / Activity	Type of Data	Lawful Basis for Processing
Tenants: Processing tenancy applications, referencing, and Right to Rent checks	Identity, Contact, Financial	Performance of a contract; Legal obligation
Tenants: Collecting rent, managing deposits, and routine property maintenance	Identity, Contact, Financial, Transaction	Performance of a contract; Legitimate interests
Landlords: Managing property listings, tenancy setup, rent transfer, and maintenance coordination	Identity, Contact, Financial, Property	Performance of a contract; Legal obligation
Block Directors: Managing block operations, health & safety, accounting, and board administration	Identity, Contact, Governance	Performance of a contract; Legal obligation
Leaseholders: Collecting service charges/ground rent, block repairs, and enforcing lease terms	Identity, Contact, Financial, Property Management	Performance of a contract (Lease); Legal obligation; Legitimate interests
Shareholders: Maintaining statutory registers, issuing notices for AGMs, and recording voting	Identity, Contact, Shareholding	Legal obligation (Companies Act); Performance of a contract

5. Disclosures of Your Personal Data

We may share your personal data with the parties set out below for the purposes specified in Section 4:

- **Maintenance Contractors & Tradespeople:** To carry out essential maintenance, repairs, or statutory inspections (e.g., Gas Safe, electrical checks) at properties or within communal areas.
- **Utility Companies & Local Councils:** To transfer accounts for council tax and utilities upon tenancy changes or management handovers.
- **Deposit Protection Schemes:** (e.g., DPS, TDS, MyDeposits) to register tenancy deposits as required by law.
- **Referencing & Credit Agencies:** To conduct background checks on prospective tenants and guarantors.
- **Professional Advisers:** Including lawyers, bankers, auditors, accountants, and insurers who provide consultancy, banking, legal, insurance, and accounting services.
- **Regulatory Authorities & Government Bodies:** Including HMRC, local authorities, the Home Office, the ICO, and law enforcement agencies where required by law.
- **Software & IT System Providers:** Third-party vendors supplying our property management software, client portals, cloud storage, and communication platforms (acting as data processors).

6. International Transfers

We share your personal data within our operational tools and cloud software. Some of our external third-party software providers may be based outside the UK.

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded by ensuring that at least one of the following safeguards is implemented:

- The destination country has been determined by the UK Secretary of State to provide an adequate level of protection for personal data (under the UK Data Protection Test).
- We use specific contracts approved for use in the UK (such as the UK International Data Transfer Agreement or Addendum) which give personal data the same protection it has in the UK.

7. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know. They will only process your personal data on our instructions and are subject to a duty of confidentiality.

8. Data Retention

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting, or reporting requirements.

- **Tenancy & Landlord Files:** Retained for 6 years following the termination of the tenancy or contract (to comply with statutory limitation periods and HMRC tax laws).
- **Block & Estate Management Records:** Financial records, service charge accounts, and major works documentation are retained for up to 7 years. Statutory company records (e.g., shareholder registers, company minutes) may be retained permanently or as required by the Companies Act.
- **Unsuccessful Tenant Applications:** Retained for up to 6 months following the decision, unless extended with your consent.

9. Your Legal Rights

Under UK data protection laws, you have rights in relation to your personal data:

- **Request access to your personal data** (commonly known as a "data subject access request").
Note: Under updated UK data protection laws, searches in response to access requests are limited to those that are reasonable and proportionate.
- **Request correction** of the personal data that we hold about you.
- **Request erasure** of your personal data where there is no good reason for us continuing to process it.
- **Object to processing** of your personal data where we are relying on a legitimate interest.
- **Request restriction of processing** of your personal data.
- **Request the transfer** of your personal data to you or to a third party (data portability).
- **Right to withdraw consent** at any time where we are relying on consent to process your personal data.

If you wish to exercise any of the rights set out above, please contact us.

10. Automated Decision-Making

We do not carry out automated decision-making or profiling that produces legal or similarly significant effects on individuals. All tenant referencing evaluations and management decisions involve direct human review and oversight.