

Privacy Notice for Estate and Property Services

Updated: 06 May 2026
Reviewed: 06 May 2026

The reason we use your data

Rother District Council require information to provide an estates management service for the Council owned land and property in the district.

Estates Management Services include but is not limited to:

Sales, lettings and acquisitions

Property management

Asset valuations

Insurance valuations

Professional property advice

What Information we collect

The categories of information that we collect, process, hold and include:

Personal information:

Personal details, which may include:

Name

Address

Other contact details – email address and telephone number

Financial details

References

The above list is not exhaustive. The Council will only ask for personal information that is appropriate to enable us to deliver our services. In some cases, you can refuse to provide your details if you deem a request to be inappropriate. However, you should note that, this may impact on our ability to provide some services to you.

Purpose

When you have requested to or entered into a property transaction with the Council or requested information about the Council's land or if we intend to process your personal

data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data.

Under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018, the lawful bases we rely on for processing this information are:

UK GDPR Article 6(1)(a) Consent

UK GDPR Article 6 (1) (b) Contract – we collect and lawfully process your personal data for the necessary performance of a contract

UK GDPR Article 6 (1) (c) Legal Obligation – we collect and lawfully process your personal data under the following legislations:

The Landlord and Tenant Act 1954

RICS Service Charge Guidance Note

Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017

Who we can share your data with

Your information may be shared (internally and externally)

Internal Council Departments i.e. Finance or Revenues

Police

Land Registry

Financial Institutions such as Banks, Building Societies, Credit Check Agencies

Utility Suppliers such as Electric/Gas, Water or Sewerage suppliers.

The Council's consultants or contractors

We will use your information for the purpose of performing all statutory duties related to property transactions. We will make any disclosures required by law and may also share this information with other bodies responsible for administering public funds.

Your information will not be disclosed to any other organisations, except where the council is required and allowed to by law, to safeguard public safety and in risk of harm or emergency situations.

When computers make any decisions about you

Not applicable

How long we keep your data for

We keep records in line with the Council Retention Schedule, and once your data is no longer needed it will be securely and confidentially destroyed or disposed of the data in

line with retention schedules. This may vary depending on circumstances, (for property interests this is a period of six years after the expiry of the agreement).

Requesting access to your personal data

Under data protection legislation, you have the right to request access to the information that we hold about you. To make a request for your personal information please contact the Council's Data Protection Officer at dataprotection@rother.gov.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have personal data rectified, blocked, erased or destroyed
- claim compensation for damages caused by a breach of the data protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us