Privacy and Your Personal Information

Mission Statement

At LRG, we are passionate about safeguarding the personal data of all stakeholders - our valued customers, dedicated employees, and trusted partners. We believe that data protection is not just a legal requirement, but a moral imperative. That's why we go above and beyond to implement the most robust and state-of-the-art security measures to protect all personal data entrusted to us. We are committed to compliance with all relevant laws and regulations and will only use personal data for lawful business purposes. We strive to ensure that the data we collect is accurate, complete, and up-to-date, and that it is kept safe from unauthorised access, loss or damage. Data protection is at the core of our values, and we believe everyone has a right to privacy.

Legislation

LRG must look after your personal information by law. The main legislation that applies to protecting your information is:

- General Data Protection Regulations (UK) (GDPR UK)
- Data Protection Act 2018 (DPA)
- Data (Use and Access) Act 2025 (DUAA)
- Human Rights Act 1998 (Article 8) (HRA)
- Privacy and Electronic Communications Regulations 2003 & 2011 (PECR)
- Money Laundering Regulations 2017
- Proceeds of Crime Act 2002
- The Data Protection, Privacy and Electronic Communications (Amendments etc.)(EU Exit) Regs 2019
- Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000
- Regulation of Investigatory Powers Act 2000 (RIPA)
- Terrorism Act 2000

1. Who we are

This Privacy Notice applies to the use and processing of personal information collected under our trading names:

Alexander & Co, Auction House Manchester & West Yorkshire, Bode Insurance Solutions, Bolt Conveyancing, Boyer, CBGA Property Management, Chancellors , Doolittle & Dalley, Dunlop Heywood, Easthams & Co, Farrar & Co, First For Auctions, , GCS Estate Management, Gibbs Gillespie, Glide Property Management, Henry Adams Goup, Hose Rhodes Dickson, Island Holiday Homes, Leaders, Life Financial Services, Manning Stainton, MAP Chartered Surveyors, Moginie James, Mortgage Scout, Mortimers, Northern Estate Agencies, Peter Ball & Co, Principia, Portico, Relocate UK, Romans, Osprey Property, Osprey Property Investments, Ryder & Dutton, Scott Fraser, SOWN, Stirling Ackroyd Group, Three Sixty Inventories, Three Sixty Space and The Acorn Group trading as Acorn Limited and its subsidiaries and associated businesses which includes: Acorn Estate Agents, Acorn Estate Management, Acorn Land & Commercial, Acorn Property Management, John Payne Estate Agents, Langford Russell Estate Agents, Start Inventory Services, Start Lease Extensions, Unique.

LRG (formerly known as The Leaders Romans Group Limited) is the overall **Data Controller** and we have a legal duty to protect any information we collect from you. The phrases 'us', 'we' or 'our' will mean those businesses listed above which form the LRG.

Our statutory Data Protection Officer is Zara Harrington. She can be contacted by email at dataprotection@lrg.co.uk or in writing at Building 1, Meadows Business Park, Blackwater, Camberley, GU1 9AB.

2. Information covered by this Privacy Notice
This Privacy Notice covers use of personal information as defined in GDPR UK & the Data Protection Act 2018.

Personal data. This is information, or any combination of separate pieces of information, that could be used to identify you. This includes your name, address, contact details etc.

"Special category" personal data. This sensitive personal information is given more protection in law. For example, details of your health or nationality.
For more details of these definitions see below.

Personal data is any information about an identified or identifiable natural person "a data subject"; an identifiable natural person is one who can be identified, directly or indirectly, by reference to an identifier such as their name, alias, address, national insurance number, telephone number, email address, contact information, financial information, IP address. It can include information in different formats including electronic data, hand-written notes, voice recordings, photographs, CCTV footage.

Special category personal information is personal information which reveals racial or ethnic origin, political opinions, religious/spiritual/philosophical beliefs, trade union membership, genetic or biometric data, physical or mental health data, sex life or sexual orientation data, criminal or alleged criminal offences.

3. Where do we get personal information from?
When you enquire or register for products and services provided by the LRG we may collect personal information from a variety of sources.

The majority of the personal information we collect will have been provided by you during the course of your relationship with us either through face to face contact, by telephone, email or electronic communication such as messaging, on-line forms or emails.

However, we may also obtain your personal data from other sources including:

- information we collect when you visit our websites, please see our Cookies Policy here
- other LRG companies, for example our mortgage brokering service
- companies which support advertising services that promote our services including online property portals (such as Rightmove and Zoopla), social media and networking sites (such as Facebook and Twitter) and online advertising platforms
- information provided to us by other third parties, such as your solicitor
- other publicly available sources such as the Electoral Roll and Land Registry

4. What information do we collect?
We collect your personal information based on the service or services we are offering you. We will only collect the information needed. We will not sell your personal information to anyone. Some examples of information we may collect directly from you, can be found here:-

Information we may collect directly from you	Why we collect it
Your name, address, phone number, email address and your needs	To provide estate agency and/or lettings services to buy, sell, or rent a property or to provide you with holiday rental booking services
Your marital status, date of birth, nationality, employment details	When you enter into a residential sale, letting agreement or occupation contract.
Your name, date of birth, nationality and details from identity documents you provide	To verify your identity, referencing checks and conduct financial crime, fraud, anti-money laundering, counter-terrorist financing, counter proliferation financing and sanction screening as required to meet our legal and regulatory

	obligations.
Proof that you have available funds to support any offer that you make to buy a property/dwelling	To ensure you able to pay the required amount of deposit
Financial information, like a copy of your bank statement, payslips or a mortgage offer	To provide evidence of your capability to buy a property or to be a guarantor
Details of your mortgage arrangements and how long you have owned your property when you register to sell	To perform anti-money laundering, counter-terrorist financing, counter proliferation and financing checks (as required by law)
Details of any mortgage, insurance, licensing documentation and service contracts which you have in place regarding a property you wish to let	Where you are a landlord and we are providing you with letting and/or management services
Your marital status, employment details, national insurance number, nationality, residential status, bank details and credit history	To carry out referencing and credit checks
Details relating to your property including photographs, floor plans, energy performance certificate, home condition reports, property description, virtual tour, walk through video	To deliver our service to you when you engage us to market a property for you
Photographs of your property/dwelling, an inspection report and inventory, to accurately record the condition of your property/dwelling at the start or end of a tenancy or occupation contract.	So we can deliver our management and letting service to you
Moving in and out dates and corresponding utility meter readings	So we can deliver our management and letting service to you
Your moving in and out dates, and details of the deposit paid where you are a tenant when registering or releasing any deposit from a deposit protection scheme	To fulfil our contract of service
Your name, gender, previous name(s), date of birth, telephone numbers, current address, previous addresses, details of your health, any dependents, your nationality, bank account details, savings, investments, existing financial commitments, your credit history, your mortgage requirements and existing protection requirements	To enquire or apply for a mortgage or insurance protection products on your behalf
Your communication and marketing preferences	To ensure we only send you details of properties and services you are interested in via your preferred communication method (as required by law)

We may request additional information from you which is relevant to the provision of specific services. If we do this, we will always tell you why the information is needed.

If you ask us to provide you with life, critical illness, or landlord insurance and we may need to gather "special category" personal information, we treat this sensitive information in accordance with the additional protection it is given under the Data Protection Act 2018 and GDPR.

Information we collect when you visit our websites
We use cookies and other technologies to collect information when you visit our web sites, including when you make use of our online chat.

We may collect personal information in connection with your use of our website, such as:

- your name, email address, telephone number and property address when you register to arrange a viewing, register for property alerts, request a valuation, lettings appointment, book a mortgage appointment, book a holiday rental or submit an enquiry.
- data sent from your browser may include, the date, time and length of your visit, the site from which you have come (for example Google, Firefox etc.) and your IP address

Details of how we use cookies are provided in our Cookies Policy.

Information obtained from third party online portals
Where you contact us via online portals such as Rightmove or Zoopla, we will use your contact details to enable us to communicate with you and offer the services you have enquired about.

Information obtained from third parties
Where we are required by law, or for legitimate business needs, we will obtain information about you from third parties, but only after we have your consent to do so. For example, the third parties we may need to contact include: credit reference agencies, employers, banks, solicitors, etc. in order to obtain references, verify your identity and confirm your income.

Criminal disclosures
Certain types of insurance may involve disclosure by you of information relating to historic or current criminal convictions or offences. When we process any criminal records checks we do so in accordance with The Data Protection Act 2018 (Schedule 1, Part 3, Paragraph 33) and Article 10 GDPR UK. We will only carry out such checks where they are necessary.

CCTV
We currently have CCTV installed in some branches for the prevention and detection of crime and to protect our business assets. All our cameras are overt and visible. Appropriate signage is displayed if CCTV is installed. Please ask branch staff if you have any concerns. CCTV may also be installed in some block management properties. CCTV signs will always be displayed.

Call recording
We may record telephone calls at our call centre, property management centres or branches for training and monitoring purposes only. You will hear a notification to advise you the call may be recorded however, not all calls will be recorded.

Call recordings are kept for one month before being automatically over-written.

5. How we use your information
We will process the information you provide, or we obtain from other sources to provide you with products and services and answer any questions you may have.

The following are examples of how we use the information we collect:

- To provide estate agency services, including valuing or marketing your property/dwelling, to arrange and carry out accompanied viewings, and helping you search for a new home.
- To provide a full lettings service for tenants, prospective tenants, contract holders and landlords.
- To provide full property management and maintenance services.

- To provide holiday rental booking services, such as marketing your property, holiday reservations.
- To advise on financial products, such as mortgages, insurance and protection products.
- To provide property auction services.
- To carry out regulatory checks to prevent fraud, unauthorised transactions, money laundering, terrorist financing and proliferation financing, tax evasion etc.
- To register a tenant's/contract holder's deposit with a deposit protection scheme.
- To process payments of rent, and maintenance for you if a property/dwelling is being let.
- To arrange an energy performance certificate or home report/survey inspections for you.
- To offer an inventory and check in/check out service for rented properties/dwellings.
- To liaise with utility companies and local authorities regarding property services.
- To carry out tenant/contract holder referencing and credit reference checks.
- To carry out guarantor referencing and affordability checks.
- To monitor and improve our products and services.
- To enable you to take part in a prize draw, competition or complete a survey.

Customer Surveys
We may invite you to participate in surveys from time to time to help us gather feedback on our products and services, to make improvements. We may use a third-party company to carry out these surveys on our behalf.

Prize draws and Competitions.
We may from time to time use your personal data to enable you to take part in a prize draw or competition and to contact you if you win a prize.

If you are entered into a prize draw or competition, you will be provided with specific terms and conditions that will apply, and these will include details about how to opt in or out.

We do not use a third party to administer our prize draws or competitions and all prize draws and competitions will be administered by LRG. We will let you know if we do decide to use a third party at any time in the future.

Credit scoring & Automated Decisions
Some of the services provided by third parties may involve an automated decision or credit scoring to determine whether we are able to provide a service or product. You have a right to challenge an automated decision and ask for the issue to be considered by human intervention.

6. Lawful basis of processing your personal information
LRG processes your personal information under any of the following lawful conditions:

Consent Article 6 (1)(a) GDPR - if we process information under consent, we will seek your clear and affirmative consent before processing your data, for example, to receive marketing information of properties for sale or to let.

Performance of a contract Article 6 (1)(b) GDPR - this is where the collection and processing of your data is necessary for the performance of a contract to which you are a party.

Legal obligation Article 6 (1)(c) GDPR- where the collection and processing of your personal data is necessary for compliance with a legal obligation, for example, to comply with the Data Protection Act, verify your identity, for fraud and money laundering prevention.

Processing is necessary for the performance of a task carried out in the public interest Article 6 (1)(e) for example carrying out money laundering checks.

Legitimate interests Article 6 (1)(f) GDPR - some personal information is processed by the LRG as part of its legitimate interests which includes direct marketing, web analytics, sales and lettings.

The lawful basis for processing "special category" personal information
LRG processes "special category" information only when it is necessary. The lawful basis we use to process your "special category" information is:

Explicit Consent Article 9 (2)(a) GDPR – is freely given, specific and unambiguous consent before the processing of your data. For example, your health information will be needed to process an application for critical illness insurance.

Data that has been made public Article 9 (2)(e)

Establishing, exercising or defending a legal claim Article 9 (2)(f) GDPR – for advice on underwriting, arranging or administering an insurance contract (Schedule 1 Part 2 of Data Protection Act 2018) or on the suspicion of money laundering in line with the Proceeds of Crime Act 2002 (Section 339ZB)

You may want to inform us of your "special category" data voluntarily to enable us to offer you appropriate products or services. For example, you may have a health condition that means you are unable to climb stairs. We will record your needs/preferences without recording your medical/health conditions in most cases.

Withdrawing consent
You have the right to withdraw your consent at any time. Please contact the branch or office you have been dealing with.

Children's privacy
We do not offer any products or services to children (defined as under the age of 16 in GDPR UK). In some circumstances, for example a mortgage application, we may be required by the mortgage provider to collect the names and dates of birth your dependent children or other adults who may reside with you.

7. Who we share your information with
We may share information within the LRG to provide you with an agreed product or service, for example planning advice or mortgage services or for any other purpose agreed by you.

If you have opted in to our scheme to plant a tree in your name, your name will be shared with GreentheUK who manages a number of tree planting projects around the UK.

Third Party service providers
Where we engage third-party service providers to provide products (such as mortgages, home/contents insurance or utility services) or business services, (such as credit reference checks) we provide them with the minimum personal information needed to perform the service or provide the product we have requested. We ensure all third-party service providers understand they are required to protect your information, and not to use it for any other purpose.

Please see below third-party organisations we share your information with and why,:-

Third party	Why we share your personal information
Approved contractors	To install for sale or to let boards, to appoint managing agents and building maintenance contractors, to arrange EPC visits, to arrange for contractors to provide safety & statutory tests and to take inventories
Goodlord	To provide tenant/contract holder onboarding services
The Depository	To provide end of tenancy management portal
Surveyors	To undertake residential valuations and surveys.
Solicitors or conveyancers	To provide home conveyancing services. To pursue a claim for breach of contract which

	includes not payment of rent, property damage, eviction orders etc
Mortgage lenders/Banks	To progress your enquiry or application for a residential or buy to let mortgage application. Some mortgage lenders may keep anonymised data for their own purpose, in accordance with GDPR.
Insurance Companies	To progress your enquiry or application for buildings and contents insurance, critical illness cover or rent guarantee
Rent and Legal insurance providers	To set up landlord insurances, and in the event of a claim
Referencing Companies	To check your creditworthiness, obtain references and to help prevent fraud, money laundering, terrorist financing and proliferation financing,
Local Authority	For the payment of Council Tax
Law enforcement bodies including the police, HMRC and local Council	To comply with court orders or legal obligations
Landlord, tenant, contract holders or guarantor	To comply with our legal obligations where we are providing a lettings service
The parties whose property/dwelling you have viewed or on whose property/dwelling you have submitted an offer or application	To communicate your offer or feedback on the viewing
OVO/Utilitel/Tili/Homebox	To help set up services, utilities and council tax accounts on moving in and closing accounts at the end of your tenancy/occupation contract
Utility Companies	For payment of utility bills
Debt collection companies	To assist us in recovering any monies which are owed
Deposit Protection Scheme providers	To provide a Tenancy Deposit Protection Scheme
Focal Agent, I-Am Sold & Acaboom	To gather property sales information
ARLA Propertymark, a professional body responsible for raising professional standards amongst letting agents	If information relating to you is requested by them in order to protect your interests
The Information Commission's Office	If information relating to you is requested by them to investigate a concern you have raised with them
The Financial Ombudsman Service	If information relating to you is requested by them to investigate a complaint
The Property Ombudsman	Where they are providing a dispute resolution service in connection with letting services

8. How long we keep your information for

We are required to keep your information for as long as is reasonably necessary to fulfil our legal and regulatory obligations. We have a Retention and Destruction Schedule to ensure we comply with the relevant legislation when processing your information.

- For lettings we keep your information for 6 years + 1 after you have stopped using our service.
- For property sales we keep your information for 6 years + 1 year after the sale has been completed.
- For property auctions we keep your information for 8 years after the sale has been completed.
- For planning advice and design, we keep your information for 4 years.
- For financial records, we keep your information for 8 years if your application is successful.
- For insurance policies we keep your information for 6 years + 1 year after the policy expiry date.
- For mortgages and records, we keep your information for 30 years.
- For general enquiries and marketing, we will keep your information for 2 years.

- For block management we will keep your information for 7 years + 1 after you have stopped using our service.
- Any copies of ID documents needed to verify your identity will be kept on file for anti-money laundering, counter-terrorist financing and counter-proliferation financing, for 5 years. For tenancy reference checks we will keep your information for 1 year.

Anonymised information on properties and geographical areas may be kept for longer to assist us with property market forecasting and trends. Anonymised information is not subject to privacy legislation or the Data Protection Act 2018 and may be kept for as long as it is needed.

9. Our marketing services

We may use your personal information for direct marketing purposes to contact you about our products and services available throughout the group of companies which we believe may be of interest to you. More details can be found in our Direct Marketing Policy - CLICK HERE.

We will only send you promotional emails, mail, text messages or contact you by telephone, if you agree to each method of communication. You can stop receiving promotional mail, text messages or telephone calls by contacting your local branch.

If you would like to unsubscribe from our email service, please contact unsubscribe@lrg.co.uk We aim to stop emails within 3 working days, but this may be extended to 10 working days over public holidays and to cover staff absence within the Data Protection Team.

Where you contact us via our website, in branch, by phone, or via online portals such Rightmove or Zoopla for help searching for a property to buy or rent, we will use the details you have supplied to us to provide you with property details by email. You can choose to unsubscribe at any time by contacting unsubscribe@lrg.co.uk .

For customers who have chosen to sign up to the Residency Membership Scheme, as part of the Premier service, you will be invited to open an account to receive special offers and discounts from Vaboo Ltd, a third-party service provider who operates a Discount website.

10. Your statutory rights.

You have a number of rights concerning the personal information we process about you. You have the right to:

- ask us *for access to a copy* of your personal information we hold about you. This is called a data subject access request. We may ask you to provide ID to verify your identity.
- ask us *to correct* your personal information if it is inaccurate. We may ask you to provide confirmation to ensure the information we hold is accurate.
- ask us *to delete* your personal information. We are unable to delete your information if the law requires us to keep it for a statutory period or there is a lawful reason we must keep the information. We will always investigate any request and advise you, if we are unable to erase your data.
- ask us to transfer your data if your information is processed by automated means.
- *withdraw your consent* to use your personal information. Where you have provided consent for our processing of your personal data, you may withdraw that consent at any time by simply contacting the branch or team you have been speaking to.
- ask us to *restrict the use* of your personal data, including direct marketing.
- *object to* our use of your personal data for our legitimate business interests. You have an absolute right to object to our use of your data for direct marketing.
- *object to an automated decision.*

Your right of access (known as a Subject Access Request)

If you wish to make a request for access to a copy of your personal data (ie information we hold specifically about you), or to exercise any of your other rights, please write to your local branch in the first instance. You will need to provide sufficient details to be able to consider your request. We may also need to verify your identity.

You can contact the data protection team directly by emailing: dataprotection@lrg.co.uk

Alternatively, you may wish to use the Information Commission's Office online subject access request service available on their website www.ico.org.uk

If you have registered on our Sales, Tenancy or Landlord Portals, in some cases it will be quicker to log in to your account to access the information. For example, if you want a copy of your tenancy documents, Landlord Terms of Business Agreement or rent statements.

Exemptions within the legislation could mean that you may not receive all the information we process. If this is applicable an explanation will be provided to you within our response.

Service complaints

Information relating to a service complaint will not be within the scope of a Subject Access Request. We have an internal complaints procedure for general service complaints and tenancy issues.

Our Customer Service team can be contacted by emailing Customercare@lrg.co.uk and they will be better placed to help resolve your problem quickly.

11. How we protect your information

We store your personal information on our electronic computer systems and in our paper filing systems. In accordance with the law, we have strict security procedures to ensure that personal information is not damaged, destroyed or misused, and to prevent unauthorised access to your information. We have an internal breach reporting system to record all information security incidents and breaches. Serious data breaches are reported to the ICO within 72 hours, in accordance with the GDPR UK and the Data Protection Act 2018. We have our own internal IT Department and Cyber Security Team to monitor our systems and networks. Our Cyber Security Team is solely focussed on protecting our data and works closely with our Data Protection Team to comply with Article 32 of UK GDPR.

12. Data Transfers

The GDPR UK applies to the UK only. GDPR UK is based on the GDPR EU which applies all countries within the EU and European Economic Area (EEA). The EU and the UK have agreed adequacy status for the continued free-flow of personal data within the UK, EU and EEA. We will ensure that there is adequate security and comparable legislation in place before sending your information to other countries outside the EEA. In accordance with the Data Protection Act 2018 and UK GDPR, if we need to transfer data outside the EEA and the country it's transferred to is not on an approved list for having adequate security controls in place, we will limit the amount of personal data we send. We will also impose contractual obligations (standard contractual clauses) in accordance with the EDPB (European Data Protection Board) (as approved by the ICO) from the recipients to ensure the security and confidentiality of your personal data to safeguard your information.

Whilst we always strive to keep our data in the UK and limit data transfers, we do use a cloud services provider for our customer data. Data back-ups are held outside the UK in accordance with GDPR for business continuity reasons. As with most global cloud service providers, the use of global back-up systems is common place.

13. Links to other websites

Our websites and communications with you may provide links to other websites for your convenience and information. These websites operate independently from us and have their own privacy notices or policies,

which we strongly suggest you review. Where linked websites are not owned by LRG, we are not responsible for their compliance with the GDPR UK, the Data Protection Act 2018 or other privacy legislation.

14. Who to contact to make a UK GDPR or data protection complaint

If you wish to make a complaint about our compliance with UK GDPR or data protection, please write to our statutory Data Protection Officer, Zara Harrington, by email at dataprotection@lrg.co.uk or by post at Building 1, Meadows Business Park, Blackwater, Camberley GU17 9AB

We ask you to state in your complaint, the following information to enable an independent investigation:-

- Your name, contact email address and the address of the property (if regarding a tenancy, a sale, mortgage or insurance policy)
- The company or trading name, branch location and names of any staff members
- A description of the complaint, time period or relevant dates, and
- Please attach copies of any correspondence or other material relevant to your complaint

Once we have the information above, an investigation will be carried out by the Data Protection Team.

We have 30 days in which to acknowledge your request and we must provide an outcome of your complaint without undue delay. If you remain dissatisfied after receiving a final response from our Data Protection Officer, you can submit a complaint directly to the Information Commission's Office (ICO) at:

Information Commission's Office
4th Floor, No. 3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Website: https://ico.org.uk/ Telephone: 0303 123 1113

15. Legal information on LRG (formerly Leaders Romans Group Ltd)

- The ICO registration for LRG is ZA781332.
- LRG is a registered company. Our registered office address is Building 1, Meadows Business Park, Blackwater, Camberley, GU1 9AB.
- Our registered number is **09939099**.
- Further information regarding LRG can be found by visiting https://www.lrg.co.uk
- These companies have the following regulatory status:
    - Bode Insurance Solutions Limited is authorised and regulated by the Financial Conduct Authority
    - The Romans Group (UK) Limited is an introducer appointed representative of Bode Insurance Solutions Limited
    - Leaders Limited is an introducer appointed representative of Bode Insurance Solutions Limited
    - LRG Financial Services Limited is an appointed representative of Mortgage Advice Bureau Limited and Mortgage Advice Bureau (Derby) Limited
    - Mortgage Scout is an appointed representative of Mortgage Advice Bureau Limited and Mortgage Advice Bureau (Derby) Limited

16. Legal information on LRG companies

Trading Name/Brand	Legal Name	ICO registration number	Company registration number
Alexander & Co (Lettings)	Leaders Ltd	Z4721354	1690574

Alexander & Co (Sales)	Leaders Sales Limited	ZB083083	4597727
Bode Insurance	Bode Insurance Solutions Ltd	ZA572832	3101637
Bolt Conveyancing	LRG (UK) Ltd	ZB116338	09797397
Boyer	Boyer Planning Ltd	Z971775X	2529151
CBGA Property Management	CBGA Robson LLP	ZA160989	OC367330
Chancellors	The Romans Group (UK) Ltd	Z6240564	02161874
Doolittle & Dalley	Leaders Ltd	Z4721354	1690574
Dunlop Heywood	Capgen Services Ltd	ZA781326	6598995
Easthams & Co	Easthams Ltd	Z9561325	04820776
Farrar	Farrar & Co Properties Ltd	Z5427583	06263341
Farrar & Co Properties Ltd	Farrar & Co Properties Ltd	ZB122389	06263341
First For Auctions	The Romans Group (UK) Ltd	Z6240564	02161874
GCS Estate Management	Hill & Clark Limited	C1331038	07551391
Gibbs Gillespie	The Romans Group (UK) Ltd	Z6240564	02161874
Glide Property Management	Hill & Clark Limited	C1331038	07551391
Hose Rhodes Dickson (Lettings)	Leaders Ltd	Z4721354	1690574
Hose Rhodes Dickson (Sales)	Leaders Sales Limited	ZB083083	4597727
Hose Rhodes Dickson Surveyors	Romans Professional Services Ltd	Z7261725	2606388
Island Holiday Homes	Leaders Ltd	Z4721354	1690574
Leaders	Leaders Ltd	Z4721354	1690574
Leaders Sales	Leaders Sales Limited	ZB083083	4597727
Life Financial Services	Life Financial Services Ltd	ZA152607	09848868
LRG	The Leaders Romans Group Ltd	ZA781332	09939099
LRG Employees Limited	LRG Employees Limited	ZB231379	10854720
LRG Financial Services Ltd	LRG Financial Services Ltd	Z726842X	3155032
MAP Chartered Surveyors	Stirling Ackroyd Surveyors Ltd	Z6999413	3189794
Moginie James	The Romans Group (UK) Ltd	Z6240564	02161874
Mortgage Scout	LRG Financial Services Ltd	Z726842X	3155032
Osprey Property	Residential Property Group Ltd	Z2519927	05458295
Osprey Property Investments	Residential Property Group Ltd	Z2519927	05458295
Peter Ball & Co	And Co Group Ltd	ZA221985	7435711
Principia	Principia Estate & Asset Management Ltd	Z7222526	03284375
Portico	Leaders Ltd	Z4721354	1690574
Relocate UK	Relocate UK Ltd	Z7053756	3009421
Romans	The Romans Group (UK) Ltd	Z6240564	02161874
Romans Surveyors	Romans Professional Services Ltd	Z7261725	2606388
Scott Fraser	Leaders Ltd	Z4721354	1690574
SOWN	The Romans Group (UK) Limited	Z6240564	02161874
Stirling Ackroyd	Stirling Ackroyd Group Limited	Z699940X	2653200
Three Sixty Inventories	The Romans Group (UK) Limited	Z6240564	2161874
Three Sixty Space	The Romans Group (UK) Limited	Z6240564	2161874

The Acorn Group of companies

Trading Name/Brand	Legal Name	ICO registration number	Company registration number
Acorn Estate Agents	Acorn Limited	Z7249530	4398269
Acorn Estate Management	Acorn Estate Management Ltd	ZA611698	5043554
Acorn Land & Commercial	Acorn Land & Strategic Property Division Ltd	ZA611732	4990798
Acorn Property Management	Acorn Limited	Z7249530	4398269
John Payne Estate Agents,	Acorn Limited	Z7249530	4398269

Langford Russell Estate Agents,	Acorn Limited	Z7249530	4398269
Start Lease Extensions, Start Inventory Services	Acorn Limited	Z7249530	4398269
Unique	Acorn Limited	Z7249530	4398269

Henry Adams

Trading Name/Brand	Legal Name	ICO registration number	Company registration number
Gibson Gammon Lettings	Gibson Gammon Residential Lettings Ltd	Z2199349	04533982
Henry Adams LLP	Henry Adams LLP	Z3475449	OC308996
Henry Adams	Henry Adams Ltd	ZA489249	05594506
Henry Adams Lettings	Henry Adams Lettings Ltd	Z3475449	02205973
Henry Adams Midhursrt	Henry Adams Midhurst Ltd	ZA119272	08063211
Henry Adams Holiday Cottages	Henry Adams Holiday Cottages Ltd	ZA833778	08732408
Pace Property Ltd	Pace Property Ltd	ZA598668	08699565

Northern Estate Agencies Group

Trading Name/Brand	Legal Name	ICO registration number	Company registration number
Auction House – Manchester & West Yorkshire	Auction House West Yorkshire Limited	Z2651559	07100384
Manning Stainton	Manning Stainton Rentals and Property Management Limited	Z513828X	02782220
Manning Stainton	Northern Estate Agencies Limited	Z5383517	02546381
Manning Stainton	Jigsaw Financial Services Limited	Z774511X	04645880
Mortimers	Ryder & Dutton Lettings Limited	ZB318962	13816239
Mortimers	Ryder & Dutton Limited	Z9898753	06005064
Mortimers	Ryder & Dutton (Financial Services) Limited	Z6324392	03816535
Ryder & Dutton	Ryder & Dutton Lettings Limited	ZB318962	13816239
Ryder & Dutton	Ryder & Dutton Limited	Z9898753	06005064
Ryder & Dutton	Ryder & Dutton (Financial Services) Limited	Z6324392	03816535
Ryder & Dutton	Pennine Search & Survey Ltd	Z9841494	05257369

Updates to our Privacy Notice

We reserve the right to amend and update this Privacy Notice as required, therefore it is advisable you review this notice at regular intervals.

This Privacy Notice was last updated: October 2026