

# Privacy Policy

**Last Reviewed:** 21 July 2026

**Last Updated:** 21 July 2026

## Who We Are

### Services Offered By

**UK Owens Properties Ltd**  
**Trading as Smart Properties HD**

**Registered in:** England & Wales  
**Company Number:** 12114201

### Registered Office:

58A Market Street  
Paddock  
Huddersfield  
West Yorkshire  
HD1 4SH

At Smart Properties HD, we are committed to protecting and respecting your privacy.

This Privacy Policy, together with our Terms and Conditions and any other documents referred to within them, explains how we collect, use, store and protect any personal information you provide to us.

By using our website or engaging our services, you acknowledge that you have read and understood this Privacy Policy.

## Information We May Collect

We may collect and process the following information about you.

### Information You Give Us

You may provide us with personal information by:

- Completing forms on our website.
- Contacting us by telephone.
- Emailing us.
- Corresponding by post.
- Visiting our office.
- Providing information during property viewings, valuations or tenancy applications.

This information may include:

- Name
- Address
- Email address
- Telephone number
- Date of birth
- Identification documents
- Financial information
- Employment details
- References

- Property ownership information
- Bank details where required for payments

Where we are instructed to act on your behalf, or where you become a landlord, tenant, guarantor, buyer, seller or contractor, we may collect additional information necessary to fulfil our legal and contractual obligations.

## Information We Collect Automatically

When you visit our website we may automatically collect:

- Your IP address.
- Browser type and version.
- Device type.
- Operating system.
- Time zone settings.
- Website usage information.
- Pages visited.
- Time spent on pages.
- Referring websites.
- Clickstream data.
- Error reports.
- Interaction with our website.

## Cookies

Our website uses cookies to distinguish you from other visitors, improve your browsing experience and help us improve our website.

For more information about the cookies we use and how you can control them, please refer to our [Cookie Policy](#).

## How We Use Your Information

We use your personal information to:

- Deliver our estate agency and property management services.
- Carry out our contractual obligations.
- Arrange viewings and property valuations.
- Process tenancy applications.
- Conduct Right to Rent checks.
- Carry out Anti-Money Laundering (AML) checks where legally required.
- Communicate with landlords, tenants, buyers and sellers.
- Arrange repairs and maintenance.
- Process payments.
- Manage tenancy deposits.
- Meet our legal and regulatory obligations.
- Respond to enquiries.
- Improve our website and services.
- Prevent fraud and criminal activity.

- Keep our systems secure.
- Notify you of important service updates.

Where you have given your consent, we may also contact you with information regarding services that may be of interest to you. You may withdraw this consent at any time.

## Information Received From Third Parties

We may receive information from third parties including:

- Referencing providers
- Credit reference agencies
- Anti-Money Laundering providers
- Right to Rent verification providers
- Deposit protection schemes
- Local authorities
- Contractors
- Utility providers
- Solicitors
- Mortgage brokers
- Other estate or letting agents

We may combine this information with information already held by us where appropriate.

## Disclosure of Your Information

We may share your information with:

- Contractors carrying out repairs or maintenance.
- Deposit protection providers.
- Referencing agencies.
- Utility providers.
- Local authorities.
- Solicitors.
- Mortgage advisers.
- Accountants and auditors.
- Technology providers who support our business.
- Regulatory bodies where required.

We will only share your information where necessary to provide our services or where we are legally required to do so.

We may also disclose personal information:

- To comply with legal obligations.
- To prevent fraud or financial crime.
- To protect our legal rights.
- Where required by a Court or Government authority.
- As part of a business sale, merger or acquisition.

## Where Your Information Is Stored

Your information may be stored electronically or in paper format.

Some of our software providers may store information outside the United Kingdom. Where this occurs, we ensure appropriate safeguards are in place to protect your personal information in accordance with UK GDPR.

Whilst we take appropriate security measures to protect your personal information, transmission over the internet can never be guaranteed to be completely secure.

## How Long We Keep Your Information

We only retain personal information for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, accounting and regulatory requirements.

Retention periods vary depending on the type of information and the legal obligations that apply.

## Your Rights

Under UK GDPR you have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.
- Request deletion of your information where applicable.
- Request restriction of processing.
- Object to certain processing activities.
- Request transfer of your information to another organisation.
- Withdraw consent where processing relies upon consent.
- Lodge a complaint with the Information Commissioner's Office (ICO).

To exercise any of these rights, please contact us using the details below.

## Links To Other Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy policies or practices of those websites and recommend that you review their individual privacy policies before providing any personal information.

## Changes To This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be published on this page together with the revised review date.

## Contact Us

If you have any questions regarding this Privacy Policy or how we process your personal information, please contact:

**Smart Properties HD**

Trading as UK Owens Properties Ltd

58A Market Street  
Paddock  
Huddersfield  
West Yorkshire  
HD1 4SH

**Telephone:** 01484 971300

**Email:** [lettings@smartpropertieshd.co.uk](mailto:lettings@smartpropertieshd.co.uk)

If you remain dissatisfied with how we handle your personal information, you have the right to complain to the Information Commissioner's Office (ICO):

**Website:** <https://ico.org.uk>