RELIO

Privacy notice

Landlords, tenants, guarantors and contractors · Version 2.1 · 22 November 2026 · Next review August 2027

This notice explains what personal data we collect about you, how we use it, who we share it with, and the rights you have. It applies to landlords and prospective landlords, tenants and prospective tenants, guarantors, and contractors who work with us.

We process personal data in accordance with the UK General Data Protection Regulation as amended by the Data (Use and Access) Act 2025, and the Data Protection Act 2018. Our use of cookies is covered in a separate cookie notice.

Data controller	Relio Limited, 161 Gloucester Crescent, Wigston, Leicestershire LE18 4YH
ICO registration	ZC191363
Data protection contact	Brayden Cooper, office@relioproperty.co.uk

1 Our role: agent and controller

We are a letting agent, so our role depends on the activity.

For our own client relationships and business obligations we are the data controller. That includes taking landlord instructions, anti-money laundering and sanctions checks, referencing, Right to Rent duties, handling client money and running our own business records.

For some processing carried out on a landlord's behalf, the landlord is also a controller for their own property and tenancies. Where that is the case we and the landlord act as separate controllers, each responsible for our own compliance, unless we have agreed otherwise in writing. Where we manage a property owned by Brayden Kane Limited, a company connected to our directors, that company is the landlord and is a separate controller in the same way as any other landlord client.

2 What we collect

Landlords. Name and contact details, proof of identity and address, evidence of ownership or the right to let, company details and beneficial ownership where the landlord is a company, bank details, tax status and non-resident landlord information where relevant, anti-money laundering and sanctions screening records, and correspondence.

Tenants, prospective tenants and guarantors. Name, date of birth, nationality and contact details including previous addresses, National Insurance number, employment and income details, bank details, credit history and referencing outcomes, right to rent documents, emergency contact, details of occupants and pets, and correspondence.

Contractors. Contact details, trading and insurance details, qualifications, right to work information where applicable, and bank details for payment.

Identity documents such as a passport or driving licence may incidentally reveal special category data such as racial or ethnic origin. We do not use that information for any purpose other than verifying your identity and your right to rent.

We do not routinely collect special category data. We may need to where a reasonable adjustment or property adaptation is requested, or where a health matter affects a repair or a tenancy. We will explain the purpose at the time and obtain your explicit consent unless another lawful basis applies.

3 How we collect it

- Directly from you, through enquiries, applications and correspondence
- From Goodlord, which carries out referencing, identity, sanctions and anti-money laundering checks
- From landlords, in relation to their properties and tenancies
- Through Street, our customer relationship and property management system, which is our main record of enquiries, tenancies and correspondence
- Through The Letting Partnership, which administers client accounting and client money on our behalf
- Through recorded telephone calls to and from our business landline
- Through PropCall, which answers our phone line out of hours
- Through the Street tenant app, when maintenance or repair issues are reported
- Through CCTV and ANPR at our office and at properties we manage
- Through voice recording of some conversations, where we have told you and you have agreed
- From credit reference agencies, previous landlords and employers, as part of referencing
- Through our website
- Through Calendly, when you book a meeting or call with us
- Through WhatsApp, where you choose to message us using the button on our website

4 Why we process it, and our lawful bases

Performing our agency agreement with a landlord, or a tenancy agreement with a tenant	Contract, Article 6(1)(b)
Referencing, affordability and due diligence on tenants and guarantors	Contract and legitimate interests
Collecting rent and administering client money	Contract, Article 6(1)(b)
Managing maintenance and repairs	Contract and legitimate interests
Financial sanctions screening and reporting	Legal obligation, Article 6(1)(c)
Customer due diligence checks on landlords and tenants, which we carry out as a matter of policy	Legitimate interests, Article 6(1)(f)

Right to Rent checks	Legal obligation, Article 6(1)(c)
Protecting deposits and serving prescribed information	Legal obligation, Article 6(1)(c)
Property licensing and information to the local authority	Legal obligation, Article 6(1)(c)
Operating CCTV at our office, and administering CCTV and ANPR at managed sites	Legitimate interests, Article 6(1)(f)
Disclosing CCTV or ANPR data to law enforcement to detect, investigate or prevent crime	Recognised legitimate interests, Article 6(1)(ea). No balancing test required
Recording telephone calls, and recording and transcribing some meetings, so our record is accurate	Legitimate interests, Article 6(1)(f)
Recovering rent arrears and other sums owed	Legitimate interests, Article 6(1)(f)
Using AI tools for administration, correspondence and analysis	Legitimate interests, Article 6(1)(f)
Photographing an occupied property for marketing where belongings may be visible	Consent, Article 6(1)(a)
Special category data for a reasonable adjustment or property adaptation	Explicit consent, Article 9(2)(a)

Where we rely on legitimate interests we have carried out an assessment including a balancing test, and you have the right to object. Recognised legitimate interests under Article 6(1)(ea) applies to specified purposes including the detection, investigation and prevention of crime, and requires no balancing test. Where we rely on consent you may withdraw it at any time, and withdrawal does not affect processing carried out before it.

5 Who we share it with

Each of the following operates under a written data processing agreement with us: Street for customer relationship management, property management and maintenance reporting; Goodlord for referencing, identity verification, screening, tenancy progression, rent collection and document signing; The Letting Partnership for client accounting; bOnline for our business telephony and call recording; PropCall for out-of-hours call handling and call recording; WhatsApp Business, where you choose to message us; Calendly for online booking; Microsoft 365 including Copilot; Anthropic (Claude) for AI-assisted business operations; Plaud, Inc. for voice recording, transcription and summarisation; Xero for accounting; and our website host.

Some organisations we deal with are not our processors, because they decide for themselves how they use personal data. Modulr FS Limited receives and safeguards rent paid through Goodlord and is responsible for its own regulatory obligations. Where a tenant chooses a deposit replacement product instead of a traditional deposit, that provider is a separate controller for the agreement it makes with the tenant. We may also share data with landlords in relation to their own property and tenancy, the Tenancy Deposit Scheme, contractors attending the property, local authorities, utility and service providers, freeholders and managing agents, credit reference and debt recovery agents where sums are owed, courts, tribunals, legal advisers and our redress scheme, HM Revenue and Customs, the National Crime Agency and law enforcement where required or permitted, and any successor business in the event of a merger or restructuring.

Meta is a separate controller for our own WhatsApp account information and for your relationship with the WhatsApp consumer app. The content of a message you send us is processed by WhatsApp on our instructions, as set out above.

We do not sell your personal data.

6 Artificial intelligence

We use AI tools, being Microsoft Copilot, Anthropic's Claude and Plaud for voice transcription, to assist with drafting correspondence, summarising and analysing documents, transcribing conversations and general administration. We minimise the personal data entered into these tools to what is strictly necessary. All three operate under data processing terms, and data submitted through our configuration is not used to train their models. For Plaud we have disabled the training option and automatic speaker matching, so voices are not matched across recordings.

We do not use AI tools to make decisions about you by solely automated means. Recordings, transcripts and AI summaries play no part in deciding whether to let a property to you, in assessing affordability, in deciding whether to escalate arrears, or in deciding whether to serve notice. Any AI-assisted output that affects you is reviewed by a member of our team before it is acted on. You have the right to object to this processing.

7 CCTV and ANPR

We operate CCTV at our own premises, where Relio Limited is the controller. We also administer CCTV and ANPR systems installed at properties and car parks we manage on behalf of landlords, including Brayden Kane Limited. For those systems the landlord is the controller and we act as their managing agent, and we will refer any request that only the controller can decide to the landlord.

CCTV is used for the prevention and detection of crime, the safety of tenants, visitors and staff, and the protection of property. ANPR is used to manage parking and prevent unauthorised use. Vehicle registration marks are personal data because they can be linked to an identifiable individual. Clear signs are displayed wherever CCTV or ANPR is in operation.

- We do not place cameras inside anyone's home
- We do not use cameras covertly, other than in exceptional circumstances that are justified, documented and time limited
- We do not use CCTV or ANPR to monitor staff performance
- Our CCTV does not record audio

8 Call and conversation recording

Telephone calls. Every call to and from our business landline is recorded by our telephony provider, bOnline. We do this so that our record of what was said and agreed is accurate, and so that we can resolve any dispute about it. Recording is automatic and cannot be paused part way through a call, so a call is recorded whatever it turns out to be about. An announcement tells you at the start of the call.

Recordings are held for one year, which is the shortest period our provider offers, and are then deleted. We may keep an individual recording longer where it relates to a specific complaint, dispute, insurance claim or investigation, and we can delete an individual recording sooner on request. If you would rather not be recorded, tell us and we will deal with the matter in writing or arrange another way to speak.

Out of hours, calls to our phone line are answered by PropCall on our behalf. PropCall also records these calls, for the same reasons, and deletes the recordings after 30 days.

Meetings and in-person conversations. Separately, we may record a meeting where an accurate record is likely to matter later, such as a landlord instruction meeting, a market appraisal, or a discussion about a repair or a quote. We do not record as a matter of routine and we do not leave a device running.

Where we record a meeting in this way we tell you out loud before the recording starts, and we wait for your answer. If you would rather we did not, we take written notes instead, and that makes no difference to the service you receive. If someone else joins the conversation we stop, tell them, and only continue if they agree. We do not make covert recordings in any circumstance.

Meeting recordings are transcribed and summarised automatically by Plaud using AI models hosted in the EU. We may also use our own AI tools to summarise a recording or find something specific in it, through a direct read-only connection between the two services. A member of our team checks the result and writes the file note. The file note is the record. The audio, transcript and AI summary are deleted within 30 days, after which they are beyond the reach of those tools. Nothing derived from a recording is used to train an AI model, and none of it is used to make a decision about you.

A recording of you is your personal data. You can ask for a copy, ask us to correct the note we made from it, ask us to delete it, or object to being recorded. Because recordings are deleted within 30 days, ask promptly if you want a copy.

9 International transfers

Some providers process personal data outside the United Kingdom. Where we transfer data internationally we rely on a UK adequacy regulation, the International Data Transfer Agreement, or the UK Addendum to the EU Standard Contractual Clauses, together with a transfer risk assessment.

Goodlord may transfer data outside the UK as part of its referencing services, and Microsoft and Anthropic may process data in data centres outside the UK. Our Plaud account is in the European region, with recordings and transcripts stored in Frankfurt and the AI models hosted in the EU. Plaud, Inc. is established in the United States and transfers to it are covered by the UK Addendum. Calendly, which provides our online booking diary, processes data in the United States.

10 Security

We use appropriate technical and organisational measures, including restricted access, multi-factor authentication, encryption, endpoint protection and application whitelisting on devices used to access our systems, and we require our providers to maintain appropriate security standards. Recording devices are issued by us, bound to a single Relio account protected by multi-factor authentication, and recordings are removed from the device once transferred.

11 How long we keep it

Tenancy records, including agreements, correspondence and financial records	Tenancy plus six years
Landlord agency records	Instruction plus six years
Guarantor records	Guarantee plus six years
Referencing and due diligence data	Tenancy plus six years
Due diligence and sanctions screening records	Five years from the end of the relationship
Client money records	Six years from the end of the accounting period
Right to Rent check records	Tenancy plus at least twelve months
Maintenance records	Tenancy plus six years
CCTV footage and ANPR data	30 days
Telephone call recordings	One year, the minimum our telephony provider offers. Out-of-hours recordings made by PropCall: 30 days
Meeting recordings, transcripts and AI summaries	30 days. The written file note is kept for the tenancy or agency period above
Complaint records	Six years from the conclusion of the complaint
Accounting records	Six years from the end of the financial year

At the end of the applicable period we securely delete or anonymise the data.

12 Your rights

- Access, to request a copy of the personal data we hold about you, including any recording of you that we still hold
- Rectification, to have inaccurate or incomplete data corrected
- Erasure, to have your data deleted in certain circumstances
- Restriction, to limit how we use your data in certain circumstances
- Portability, to receive data you provided in a machine-readable format where processing is based on consent or contract and carried out by automated means
- Object, to processing based on legitimate interests or recognised legitimate interests, including AI tools and voice recording, and to direct marketing. You can object to being recorded simply by telling us
- Withdraw consent at any time, where we rely on consent
- Not to be subject to a significant decision made by solely automated means. We do not carry out solely automated decision-making

To exercise a right, contact office@relioproperty.co.uk. We respond within one month, and may extend that by up to two further months for complex requests, in which case we will tell you. Where a recording contains other people's voices we will consider their rights before releasing it, and may provide a transcript or an edited version instead. There is no fee unless a request is manifestly unfounded or excessive.

13 Complaints

If you are unhappy with how we have handled your personal data, tell us at office@relioproperty.co.uk. We will acknowledge your complaint within 30 days and respond without undue delay. Our complaints procedure is published on our website.

You may also complain to the Information Commissioner's Office at ico.org.uk, by calling 0303 123 1113, or by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. You can do that at any time and you do not have to come to us first, although the ICO will normally expect you to have raised the matter with us.

14 Changes to this notice

We review this notice at least annually and publish any updated version on our website. A copy is available free of charge on request.

Relio Limited, trading as Relio. Registered in England and Wales, company number 17194692. Registered office 161 Gloucester Crescent, Wigston, Leicestershire LE18 4YH.