

PRIVACY POLICY

At ten property agents protecting your privacy is important to us and this document details how we handle your personal data.

Data Protection

Ten Property Agents Limited are registered with the ICO (Information Commissioners Office) under Data Protection. Your data is handled in accordance with the terms of the Data Protection Act 1998.

Registration number : ZA234508 Expiry date : 15th February 2026

Your Personal Data

Applicants – When you register with us, your personal details are used for the purpose of assisting you with finding a property and we will send you details of properties we feel are suitable.

Buyers – Your personal data is used to enable us to contact you to discuss the relevant property transaction. Please be advised that your details will be included within the sales confirmation letters and shared with the seller and both conveyancers. In order for us to fulfil our legal obligations under the Money Laundering regulations, it is also necessary for us to obtain evidence of your identity and also the finances being used to fund the property purchase.

Sellers – Your personal data is used to enable us to communicate with you in regards to the relevant property transaction and fulfil our role as set out in our agency agreement with yourselves. We will also obtain data relating to your identity and ownership of the property in order to fulfil our legal obligations. Please be advised that your details will be included within the sales confirmation letters and shared with the seller and both conveyancers.

Landlords – Your personal data is used to enable us to communicate with you in regards to the relevant property transaction and fulfil our role as set out in our agency agreement with yourselves. We will also obtain data relating to your identity and ownership of the property in order to fulfil our legal obligations.

Tenants - Your personal data is used to enable us to communicate with you in regards to the relevant property transaction. We also have legal obligations to carry out a right to rent check under the Immigration Act. In addition, we have a legitimate interest to obtain information relating to your circumstances and affordability to enable us to fulfil our obligations under the agreement in place with the landlord of the property.

Legal Obligations

There will be occasions when we are obliged to disclose information we hold about an individual, for legal reasons.

Storage Of Data

Your personal data is stored on a secure encrypted IT based system. For data obtained in paper form, once uploaded to our system, the original data is destroyed. Your data will only be held for the time required to fulfil the reasons for which it was originally obtained.

Third Parties

Your data is not transferred to any third parties without your prior consent unless there is a legitimate interest or legal obligation. Under these circumstances you will be informed of any such communications. Your data will not be sold or transferred to any other organisation.

However, there are third parties whom have access to your data as they provide a crucial role in our business i.e. software providers, bank etc. To the best of our ability we have carried out due diligence checks to ensure that they are GDPR compliant. These companies are Microsoft, Santander, Go Daddy, Expert Agent, Cloud communications, Lettings Hub, We transfer, Zoopla, Rightmove, Valpal.

Right To Be Forgotten

Should you request for your data to be removed from our system, we will make the necessary arrangements for this to be carried out with our system provider. This request will be fulfilled within a reasonable timeframe.