



**ESTATE AGENTS, LETTING AGENTS,
SURVEYORS & VALUERS**

www.tempertons.co.uk

23-25 HIGH STREET
NEWPORT
SHROPSHIRE
TF10 7AT

Telephone: (01952) 812519
sales@tempertons.co.uk
rental@tempertons.co.uk

Data Protection Policy June 2026

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This privacy notice sets out how we will process personal data we collect from or about you, or which you provide to us. Please read this notice carefully to understand why data is being collected and what we do with that data.

Our website and services may contain links to independent websites which are not provided by us. Such independent sites are not under our control and we are not responsible for and have not checked and approved their content or their privacy policies.

We may change the privacy notice from time to time by amending this page.

For the purpose of the Data Protection Act 1998 and General Data Protection Regulation, and all subsequent regulations, the data controller is Tempertons, whose registered address is 23-25 High Street, Newport, Shropshire TF10 7AT.

1. Policy Statement

- 1.1 Everyone has rights with regard to how their personal information is handled. During the course of our activities we will collect, store and process personal information about our staff, customers, suppliers and other third parties. We recognise the need to treat it in an appropriate and lawful manner.
- 1.2 Any breach of this policy will be taken seriously by the company.

2. Summary of This Policy

- 2.1 The types of information that we may be required to handle include details of current, past and prospective employees, suppliers, current, past and prospective customers and others that we communicate with. The information, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the Data Protection Act 1998 (the Act) and other regulations. The Act imposes restrictions on how we may use that information.

Specifically, the personal information we collect from you will typically include the following:

- Full name and contact details (including your contact number, email and postal address)



**NICHOLAS J HUGHES, MRICS
ANDREW P TEMPERTON, MRICS**





- Information relating to your identity where we are required by law to collect this in order to comply with the Money Laundering Regulations 2017 and the Immigration Act
- Information on your close connections where we are required to conduct conflicts of interests under regulatory obligations
- Your banking details where required such as where you are letting a property or, where renting, to set up an approved tenancy deposit account for you and arrange for rental payments.
- Information on any access requirements you have necessary to enable us to find suitable properties for you, which may consist of special category personal data comprising details of any disability or other health information about you.
- Details about your areas of interest where we wish to send you marketing information about similar products and services.
- Usage information about your visits to our website (which enable our website to remember information about you and your preferences) and use of our site (please read our cookie policy for further details).
- Your communications with us, including a record of the email or telephone correspondence created when you contact us as part of a product or service query.

Where we need to collect personal data by law (for example, to meet our obligations to prevent fraud and money laundering) or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you, for example, to provide you with our services). In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case, at the time.

2.2 On what basis can we process your information?

The legal grounds under data protection legislation for processing your personal data are as follows:

- It is necessary for the performance of a contract to which you are a party, or to take steps prior to entering into a contract with you, for us to provide you with our products and services
- You have given us explicit consent to the processing of your personal data for one or more specific purposes, namely
 - a) where you have given us consent to receive electronic marketing by us and/or
 - b) to process your Special Category Personal Data described above. You do not need to provide us with marketing consent in order to receive our services
- It is necessary for the purposes of our legitimate interests, except where our interests are overridden by the interests, rights or freedoms of affected individuals (such as you). To determine this we shall consider a number of factors, such as what you were told at the time you provided your data, what your expectations are about the processing of the data, the nature of the data, and the impact of the processing on you. Our legitimate interests include processing necessary to improve and to promote our services and product and to better understand our customers' interests and knowledge of the property market and to administer the technical aspects of our service and products.
- Where we need to comply with a legal obligation; or in rare circumstances
- Where we need to protect your interests (or someone else's interests); and/or
- Where it is needed in the public interest or for official purposes



2.3 What are we going to do with your information?

We will hold and use personal information about you in the following ways:

- To fulfil our obligations to you when providing you with our property services
- To share your information with others where necessary to fulfil our property services for you or where acting as agent for a third party on your behalf
- To comply with our statutory and regulatory obligations, including verifying your identity, prevention of fraud and money laundering and to assess your credit worthiness
- Communicate with you during the course of providing our services, for example with your enquiries and requests
- Statistical purposes so we can analyse figures to help us manage our business and plan strategically for the future
- To provide you, or to enable third parties to provide you, with information about goods or services we feel may interest you, where you have provided permission for us to do so or, if you are an existing customer only, where we choose to contact you by electronic means (including e-mail or SMS) with information about our own goods and services similar to those which you have already obtained from us or negotiated to obtain from us. **For those marketing messages you can unsubscribe at any time.**
- To notify you about changes to our service
- To ensure that content from our site is presented in the most effective manner for you and for your computer

2.4 Who your information will be shared with

We will pass your details (where necessary) to the following people/organisations (our “data processors”) who carry out certain activities on our behalf as part of us providing our services, including but not limited to: EPC provider (where we are not able to produce the EPC ourselves), floor plan provider, professional photographer, surveyor, landlord/s, credit reference agency, fraud prevention agency, utility companies, council, maintenance engineers including plumbers, electricians, handymen etc. Details of these specific people/organisations can be provided upon request, and will be provided to you if your data needs to be shared in this way.

We will also pass your details (where necessary) to your property solicitors and those of the other party to your transaction. We will also disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If our company or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation, or to protect the rights, property, or safety of our company, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We will not share your information with third parties for marketing purposes without first obtaining your prior consent.



2.5 Security of your data

Your data will be held on secure servers within the European Economic Area ("EEA") with all reasonable technological and operation measures put in place to safeguard it from unauthorised access. Where possible any identifiable information will be encrypted or minimised.

2.6 How long will we retain your data?

Personal data will not be kept longer than is necessary for the purpose. The period of retention will depend on the service you have chosen to use us for, which may be a longer period than that for which we need to hold your data to provide those services, i.e. where we are under regulatory or statutory duties to hold your data for a longer period, (eg. Up to 15 years in the case of lending/mortgage valuations) or need to retain it in the event of a legal claim or complaint.

2.7 Your rights

How you can access and update your information:

You have a right to request a copy of the personal information we hold about you, known as a data subject access request. You also have the right to request that information we hold about you which may be incorrect, or which has been changed since you first told us, is updated or removed. These requests are free of charge and can be sent to **The Data Protection Officer, Tempertons, 23-25 High Street, Newport, Shropshire TF10 7AT, sales@tempertons.co.uk.**

How you can request erasure of your data

You can ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where you have withdrawn consent for us to process it (as explained below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

How you can withdraw your consent

You have the right at any time to withdraw any consent you have given us to process your personal data. Please note if you withdraw your consent it will not affect the lawfulness of any processing of your personal data we have carried out before you withdrew your consent. Should you wish to do so you can change your consent preferences at any time by contacting The Data Protection Officer by post or email; **The Data Protection Officer, Tempertons, 23-25 High Street, Newport, Shropshire TF10 7AT, sales@tempertons.co.uk.**

How you can restrict or object to us using your data

You can ask us to suspend the way in which we are using your information in certain scenarios, or object to our processing your data where we are relying on a legitimate interest ground (or those of a third party) and you feel it impacts on your fundamental rights and freedoms, or where we are processing your personal data for direct marketing purposes. In some cases where you object, we may



demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Please note that if you want us to restrict or stop processing your data this may impact on our ability to provide our services. Depending on the extent of your request we may be unable to continue providing you with our service.

Any queries or concerns about the way in which your data is being used can be sent to contacting The Data Protection Officer by post or email; **The Data Protection Officer, Tempertons, 23-25 High Street, Newport, Shropshire TF10 7AT, sales@tempertons.co.uk.**

Moving your information to another organisation

In the event that we process your data by automated means where you have either provided us with consent for us to use your information or where we used the information to perform a contract with you, you have the right to request that we send to you or to another organisation, a copy of the personal data we hold about you, for example when you are dealing with a different service provider. If you would like us to move, copy, or transfer your information please let us know by post or email to **The Data Protection Officer, Tempertons, 23-25 High Street, Newport, Shropshire TF10 7AT, sales@tempertons.co.uk.** We will respond to you within one month after assessing whether this is possible, taking into account the technical compatibility with the other organisation in question.

DATA PROTECTION COMPLAINTS

Should you wish to raise a complaint regarding the handling of your personal data, then you may do so by contacting us either by email or letter using the details provided below.

Data Protection Officer:

Name: **Nick Hughes MRICS**

Email: **nick@tempertons.co.uk**

Address: **23-25 High Street, Newport, Shropshire. TF10 7AT**

All data protection complaints will be acknowledged within 30 calendar days of receipt.

Complaints will be investigated promptly, fairly, and without undue delay, and the complainant will be informed of the outcome of the investigation as soon as reasonably practicable. A record of all complaints, investigations, decisions, and actions taken will be maintained.

If you remain dissatisfied with our outcome, then you have a right to make a complaint to the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Telephone: 0303 123 1113



- Address: Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

3. About This Policy in More Detail

- 3.1 This policy sets out our rules on data protection and the legal conditions that must be satisfied in relation to the obtaining, handling, processing, storage, transportation and destruction of personal information.
- 3.2 **The Data Protection Officer is responsible for ensuring compliance with the Act and with this policy. Any questions or concerns about the operation of this policy should be referred in the first instance to the Data Protection Officer at Tempertons, 23-25 High Street, Newport, Shropshire TF10 7AT, sales@tempertons.co.uk.**
- 3.3 If you consider that the policy has not been followed in respect of personal data about yourself or others you should raise the matter with the Data Protection Officer.

4. Definition of Data Protection Terms

- 4.1 Data is information which is stored electronically, on a computer, or in certain paper based filing systems.
- 4.2 Data subjects for the purpose of this policy include all living individuals about whom we hold personal data. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal data.
- 4.3 Personal data means data relating to a living individual who can be identified from that data (or from that data and other information in our possession). Personal data can be factual (such as a name, address or date of birth) or it can be an opinion (such as an appraisal as to their actions when interacting with us).
- 4.4 Data controllers are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed. They have a responsibility to establish practices and policies in line with the Act. We are the data controller of all personal data used in our business.
- 4.5 Data users include employees whose work involves using personal data. Data users have a duty to protect the information they handle by following our data protection and security policies at all times.



- 4.6 Data processors include any person who processes personal data on behalf of a data controller. Employees of data controllers are excluded from this definition but it could include suppliers which handle personal data on our behalf.
- 4.7 Processing is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties.
- 4.8 Sensitive personal data includes information about a person's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health or condition or sexual life, or about the commission of, or proceedings for, any offence committed or alleged to have been committed by that person, the disposal of such proceedings or the sentence of any court in such proceedings. Sensitive personal data can only be processed under strict conditions, and will usually require the express consent of the person concerned.

5. Data Protection Principles

Anyone processing personal data must comply with the eight enforceable principles of good practice. These provide that personal data must be:

- (a) Processed fairly and lawfully.
- (b) Processed for limited purposes and in an appropriate way.
- (c) Adequate, relevant and not excessive for the purpose.
- (d) Accurate.
- (e) Not kept longer than necessary for the purpose.
- (f) Processed in line with data subjects' rights.
- (g) Secure.
- (h) Not transferred to people or organisations situated in countries without adequate protection.

6. Fair and Lawful Processing

- 6.1 The Act is intended not to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject. The data subject must be told who the Data Controller is (in this case Tempertons), who the Data Controller's representative is (in this case the Data Protection Officer is a Partner at Tempertons), the purpose for which the data is to be processed, and the identities of anyone to whom the data may be disclosed or transferred.
- 6.2 For personal data to be processed lawfully, certain conditions have to be met. These may include, among other things, requirements that the data subject has consented to the processing, or that the processing is necessary for the legitimate interest of the data controller or the party to whom the data is disclosed. When sensitive personal data is being processed, more than one condition must be met. In most cases the data subject's explicit consent to the processing of such data will be required.



7. Processing For Limited Purposes

7.1 Personal data will only be processed for the specific purposes notified to the data subject when the data was first collected or for any other purposes specifically permitted by the Act.

We collect personal data in a number of ways, for example: in branch, over the phone, via email, via online submissions, via our terms of business and using application forms. We collect information for the purpose of assisting clients and customers with their property needs and identify other services that will assist them in property related matters.

7.2 Our terms of business also make clear that we collect information for administration and marketing purposes. These terms also set out that we disclose the information to our service providers and agents for these purposes from whom we may get commission or fees.

8. Adequate, Relevant and Non-Excessive Processing

8.1 Personal data will only be collected to the extent that it is required for the specific purpose notified to the data subject. Any data which is not necessary for that purpose will not be collected in the first place.

9. Accurate Data

9.1 Personal data will be accurate and kept up to date. Information which is incorrect or misleading is not accurate and steps will therefore be taken to check the accuracy of any personal data at the point of collection and at regular intervals afterwards. Inaccurate or out-of-date data will be destroyed.

10. Data Retention

10.1 Personal data will not be kept longer than is necessary for the purpose. The period of retention will depend on the service you have chosen to use us for, which may be a longer period than that for which we need to hold your data to provide those services, i.e. where we are under regulatory or statutory duties to hold your data for a longer period, (eg. Up to 15 years in the case of lending/mortgage valuations) or need to retain it in the event of a legal claim or complaint.

10.2 Right to be Forgotten – personal data will be erased immediately when no longer required for the purpose, or, if subject to a statutory/regulatory duty, the data will be erased once the retention period has expired.

11. Processing in Line with Data Subjects' Rights

11.1 Data will be processed in line with data subjects' rights. Data subjects have a right to:



- (a) Request access to any data held about them by a data controller.
- (b) Prevent the processing of their data for direct-marketing purposes.
- (c) Ask to have inaccurate data amended.
- (d) Prevent processing that is likely to cause unwarranted substantial damage or distress to themselves or anyone else.
- (e) Object to any decision that significantly affects them being taken solely by a computer or other automated process.

12. Data Security

- 12.1 We will ensure that appropriate security measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.
- 12.2 The Act requires us to put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data may only be transferred to a third-party data processor if he agrees to comply with those procedures and policies, or if he puts in place adequate measures himself.
- 12.3 Maintaining data security means guaranteeing the confidentiality, integrity and availability of the personal data, defined as follows:
- (a) Confidentiality means that only people who are authorised to use the data can access it.
 - (b) Integrity means that personal data should be accurate and suitable for the purpose for which it is processed.
 - (c) Availability means that authorised users should be able to access the data if they need it for authorised purposes. Personal data is therefore stored on our central computer system instead of individual PCs.
- 12.4 Security procedures include:
- (a) Entry controls – Any stranger seen unattended should be reported.
 - (b) Secure lockable desks and cupboards – Desks and cupboards should be kept locked if they hold confidential information of any kind. (Personal information is always considered confidential.)
 - (c) Methods of disposal – Paper documents should be shredded. CD-ROMs or Data Sticks should be physically destroyed when they are no longer required.
 - (d) Equipment – Data users should ensure that individual monitors do not show confidential information to passers-by and that they log off from their PC when it is left unattended. Printers must not be unattended, and users will be required to access printed material via an individual access code.
 - (e) Once aware of any breach of data security we will investigate why this has occurred and then let appropriate persons (eg. Panel manager – Connells) know of the breach immediately, including the ICO.

13. Subject Access Requests



13.1 A formal request from a data subject for information that we hold about them must be made in writing. There is then a 40 day window in which the data needs to be provided.

14. Providing Information to Third Parties

14.1 Any member of staff dealing with enquiries from third parties will not disclose any personal information held by us. Any enquiry made must be raised with a Company Partner or the Data Protection Officer, who will:

- (a) Check the identity of the person making the enquiry and whether they are legally entitled to receive the information they have requested;
- (b) Suggest that the third party put their request in writing so the third party's identity and entitlement to the information may be verified; and
- (d) Where providing information to a third party, do so in accordance with the eight data protection principles.

15. Monitoring and Review of the Policy

This policy is reviewed annually by Tempertons to ensure it is achieving its stated objectives. Recommendations for any amendments are reported to the Data Protection Officer.