

Tom Wills Property Limited customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- How to complain

Contact details

Post

9 Bar Terrace, Falmouth, Cornwall, TR11 4BP, United Kingdom

Telephone

01326 352302

Email

info@tomwillsproperty.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Account information
- Website user information (including user journeys and cookie tracking)
- Call recordings
- Identification documents
- Information relating to compliments or complaints

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights, which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access:** You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about this right on the ICO website.](#)
- **Your right to rectification:** You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about this right on the ICO website.](#)
- **Your right to erasure:** You have the right to ask us to delete your personal information. [Read more about this right on the ICO website.](#)
- **Your right to restriction of processing:** You have the right to ask us to limit how we can use your personal information. [Read more about this right on the ICO website.](#)
- **Your right to object to processing:** You have the right to object to the processing of your personal data. [Read more about this right on the ICO website.](#)
- **Your right to data portability:** You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about this right on the ICO website.](#)
- **Your right to withdraw consent:** When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about this right on the ICO website.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- **Consent:** we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract:** we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply, except the right to object.
- **Legal obligation:** we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you

How long we keep information

We keep your personal information for as long as we need it for the purposes set out in this notice, and to meet our legal and regulatory obligations as an estate agency. Our standard retention periods are:

- **Client files and property transaction records:** we keep these for 6 years after the completion of the transaction or the end of our business relationship with you. This reflects the limitation periods for legal claims under the Limitation Act 1980 and the record keeping requirements of The Property Ombudsman scheme, of which we are a member.
- **Anti-money laundering records:** we are required by the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 to keep customer due diligence

records, including copies of identification documents, for 5 years after the end of our business relationship with you or the completion of the transaction.

- **Financial and accounting records:** we keep records of payments, invoices and related financial information for 6 years from the end of the financial year to which they relate, as required by HM Revenue and Customs and the Companies Act 2006.
- **Enquiries and viewing records that do not lead to a transaction:** we keep these for up to 2 years from our last contact with you, after which they are deleted unless you ask us to keep you informed of suitable properties.
- **Call recordings:** we keep these for up to 12 months from the date of the call, unless a recording is needed for longer in connection with a complaint, dispute or regulatory matter.
- **Complaints records:** we keep these for 6 years from the resolution of the complaint.
- **Website user information and cookies:** this is kept in line with the lifespan of the individual cookies, details of which are set out in our cookie policy.

When information is no longer needed, we securely delete or destroy it. Where practical, we may instead anonymise information so it can no longer be linked to you, for example to analyse general market activity.

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: tom@tomwillsproperty.co.uk

Telephone: 01326 352302

Post: 9 Bar Terrace, Falmouth, Cornwall, TR11 4BP

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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