



DATA PROTECTION & PRIVACY POLICY

1. Introduction

Temple Properties is committed to protecting and respecting your privacy.

This Data Protection and Privacy Policy explains how we collect, use, store, and protect personal data when you engage with us, use our services, visit our website, or otherwise interact with us.

This Policy is provided in accordance with the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018.

2. Data Controller

For the purposes of data protection legislation, the data controller is:

Temple Properties

Company Number: **16873400**

Registered Office: **Greenbank Barn, Rawfolds, Cleckheaton, BD19 5LP**

Email: info@temple-properties.co.uk

3. Personal Data We Collect

We may collect and process the following categories of personal data:

3.1 Identity and Contact Data

- Name
- Address
- Email address
- Telephone number
- Date of birth

3.2 Financial and Transaction Data

- Payment details
- Transaction history
- Mortgage-related information (where applicable)

3.3 Due Diligence and Compliance Data

- Identification documents
- Proof of address
- Anti-money laundering (AML) and know-your-customer (KYC) information



3.4 Technical Data

- IP address
- Browser type and version
- Device information
- Website usage data

3.5 Marketing and Communications Data

- Marketing preferences
- Records of communications with us

4. How We Collect Personal Data

We collect personal data through:

- Direct interactions (email, phone, forms, meetings)
- Our website
- Third-party partners such as solicitors, mortgage brokers, or introducers (where lawful)
- Publicly available sources

5. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- **Contractual necessity** – to perform our services
- **Legal obligation** – including AML and regulatory compliance
- **Legitimate interests** – to operate and improve our business
- **Consent** – where required for marketing communications

6. How We Use Your Data

We use personal data to:

- Deliver our services
- Manage onboarding and compliance checks
- Communicate with clients and partners
- Arrange property transactions and introductions



- Process payments and invoices
- Improve our services and website
- Comply with legal and regulatory obligations

7. Sharing Personal Data

We may share personal data with:

- Solicitors, mortgage brokers, accountants, insurers, letting agents, and other professional advisers
- Third-party service providers supporting our business operations
- Regulatory authorities where legally required

We do not sell personal data.

8. International Transfers

We do not transfer personal data outside the UK unless appropriate safeguards are in place in accordance with UK GDPR.

9. Data Security

We implement appropriate technical and organisational measures to protect personal data, including:

- Secure storage systems
- Restricted access controls
- Encrypted communications where appropriate

Despite these measures, no data transmission can be guaranteed to be completely secure.

10. Data Retention

We retain personal data only for as long as necessary to:

- Fulfil the purposes for which it was collected
- Meet legal, accounting, and regulatory requirements

Retention periods may vary depending on the nature of the data and applicable obligations.

11. Your Data Protection Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data



- Request erasure of data (where applicable)
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent at any time (where consent is the lawful basis)

Requests should be made in writing using the contact details above.

12. Complaints

If you are dissatisfied with how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office

Website: www.ico.org.uk

13. Cookies

Our website may use cookies to improve user experience.

You may manage cookie preferences through your browser settings.

14. Changes to This Policy

We reserve the right to update this Policy at any time.

Any changes will be published on our website and, where appropriate, notified to you in writing.

15. Contact Us

If you have any questions regarding this Policy or how your data is handled, please contact:

Temple Properties

Email: info@temple-properties.co.uk