

Privacy Policy

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This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website or contact us regarding property sales, lettings or valuations. We are committed to safeguarding your privacy and ensuring your data is handled lawfully, fairly and transparently.

1. Who We Are

Isle of Wight Sales & Lettings Ltd Sole Director: Daniel Parr Correspondence Address: Flat 7 Auckland Court, 11 Auckland Road East, Southsea, PO5 2HA (*Please note: this is a correspondence address only — meetings are by appointment.*) Email: info@iowsl.co.uk Phone: 01983 642122

We act as the Data Controller for the personal information you provide.

2. Information We Collect

We may collect the following information when you use our website or contact us:

- Name and contact details (email, phone number, address)
- Property details and preferences
- Enquiry information submitted through forms
- Information required for valuations, sales or lettings
- IP address and basic website analytics
- Any documents you provide (e.g., ID, proof of address) during the sales or lettings process

We only collect information necessary to provide our services.

3. How We Use Your Information

Your information may be used to:

- Respond to enquiries and provide requested services
- Arrange valuations, viewings and appointments
- Market your property and manage your listing
- Register you for property alerts
- Carry out compliance checks required by law
- Communicate updates throughout your sale or tenancy

- Improve our website and customer experience

We do **not** sell your data to third parties.

4. Legal Basis for Processing

We process your information under the following lawful bases:

- **Consent** – when you submit a form or request information
- **Contract** – when we provide sales or lettings services
- **Legal obligation** – for anti-money laundering and compliance checks
- **Legitimate interests** – to operate and improve our business

5. Sharing Your Information

We may share your information with:

- Professional service providers (photographers, contractors, referencing agencies)
- Independent mortgage advisors (only with your permission)
- Legal professionals involved in your transaction
- Compliance and regulatory bodies where required by law

We only share the minimum information necessary.

6. How We Store and Protect Your Data

Your data is stored securely using encrypted systems and protected from unauthorised access. We retain information only for as long as necessary to fulfil our services and meet legal obligations.

7. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data (where legally permitted)
- Withdraw consent at any time
- Object to certain types of processing
- Request data portability

To exercise your rights, contact us using the details above.

8. Cookies & Website Tracking

Our website may use basic cookies and analytics tools to improve performance and understand visitor behaviour. You can manage or disable cookies through your browser settings.

9. Third-Party Links

Our website may contain links to external sites. We are not responsible for the privacy practices of those websites.

10. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on this page.