

Privacy Policy – M&P Estates

Last updated: October 2025

M&P Estates is committed to protecting your privacy and handling your personal data transparently, securely, and in line with the law.

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

1. Who We Are

M&P Estates Ltd

South Ockendon, Essex

 01708 851999

 paul@mpestates.co.uk

Mr Paul Tobias-Gibbs is the data controller responsible for your personal data.

2. What Personal Data We Collect

We may collect personal data, including:

- Name
- Address
- Email address
- Telephone number
- Property details
- Enquiry information
- Identification and compliance information (where required)
- Financial and transactional information
- Website usage data (cookies, IP address, browser type)

We only collect data that is necessary and relevant.

3. How We Collect Your Data

We collect data when you:

- Complete a form on our website
- Register as a buyer, seller, landlord, or tenant
- Contact us by phone, email, or in person
- Use our website
- Engage with our services

4. Why We Use Your Data (Lawful Basis)

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

- **Contractual necessity** – to provide estate agency and property management services
- **Legal obligation** – including AML, Right to Rent, and regulatory compliance
- **Legitimate interests** – to run and improve our business
- **Consent** – for marketing communications (where applicable)

5. How We Use Your Data

Your personal data may be used to:

- Respond to enquiries
- Arrange viewings and valuations
- Manage property sales and lettings
- Carry out referencing and compliance checks
- Communicate with you throughout a transaction
- Manage accounts and record-keeping
- Send marketing communications (with consent)

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

6. Who We Share Your Data With

We may share personal data with trusted third parties where necessary, including:

- Solicitors and conveyancers
- Referencing agencies
- Mortgage advisers (with your consent)
- Contractors and service providers
- Regulatory bodies and local authorities
- HMRC or other government bodies where required

All third parties are required to process data lawfully and securely.

7. Data Storage & Security

We take appropriate security measures to protect your personal data, including:

- Secure cloud-based systems
- Password-protected access
- Restricted access based on role
- Secure document storage
- Staff training on data protection

8. How Long We Keep Your Data

We retain personal data only for as long as necessary, including:

- Sales and lettings records: up to **6–7 years**
- AML records: **5 years**
- Financial records: **6 years**
- Marketing data: until consent is withdrawn

Data is securely deleted once it is no longer required.

9. Your Data Protection Rights

You have the right to:

- Access your personal data
- Correct inaccurate or incomplete data
- Request deletion (where applicable)
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent at any time

Requests can be made by contacting us using the details below.

10. Cookies

Our website uses cookies to improve your browsing experience and analyse website traffic.

You can control or disable cookies through your browser settings.

For more information, please see our **Cookie Policy**.

11. Data Breaches

If a data breach occurs that may affect your rights or freedoms, we will:

- Investigate the issue
- Take corrective action
- Notify the Information Commissioner's Office (ICO) where required
- Inform affected individuals where necessary

12. Complaints

If you are unhappy with how your data has been handled, please contact us first:

Mr Paul Tobias-Gibbins
111 Daiglen Drive
South Ockendon
Essex
RM15 5EH

 paul@mpestates.co.uk

 01708 851999

You also have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

13. Changes to This Policy

This Privacy Policy may be updated from time to time.

The latest version will always be available on our website.