Privacy Policy

Edgingtons

Last updated: 29/09/2025

1. Who we are

Edgingtons is an estate agency specialising in sales and lettings across Surrey and South West London. For the purposes of data protection law, Edgingtons is the "data controller" of the personal information we collect and process.

Contact details:

Email: tom@edgingtons.uk

Website: www.edgingtons.uk

2. Information we collect

We may collect and process the following personal information:

- Contact details: name, address, email, phone number.
- Identity verification: date of birth, ID documents, proof of address (to comply with legal requirements such as Anti-Money Laundering).
- Property details: information relating to the property you are buying, selling, letting, or renting.
- Financial information: bank details (where required for transactions such as rental payments), mortgage details, or proof of funds.
- Communication records: correspondence with you via email, phone, or in writing.
- Website data: cookies, IP address, and browsing activity when using our website (see section 8).

3. How we use your information

We use your personal data for the following purposes:

- To provide our estate agency services (sales, lettings, valuations, property management).
- To carry out identity and Anti-Money Laundering checks as required by law.
- To communicate with you about your property or enquiries.
- To process payments, deposits, and rental income where applicable.
- To send you property alerts, updates, and marketing communications (with your consent).
- To comply with our legal, regulatory, and contractual obligations.

4. Lawful basis for processing

We process your data on the following legal bases:

- Contract – to provide services you have requested.
- Legal obligation – to comply with Anti-Money Laundering, taxation, and other statutory requirements.
- Legitimate interests – to manage our business, improve services, and keep you informed of relevant properties.
- Consent – where you have opted into marketing communications (you may withdraw consent at any time).

5. Sharing your information

We only share your data where necessary, including with:

- Professional service providers (solicitors, mortgage brokers, surveyors).
- Referencing and credit agencies (for lettings).
- Government and regulatory bodies (e.g., HMRC, HM Land Registry, The Property Ombudsman).
- IT and software providers who support our business operations.

We will never sell your personal information to third parties.

6. Data retention

We keep your personal data only as long as necessary for the purpose it was collected, and in line with legal and regulatory requirements. Typically:

- AML and identity records: 5 years after the end of the business relationship.
- Property transaction files: 7 years for tax and legal purposes.
- Marketing data: until you withdraw consent or opt out.

7. Your rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate or incomplete data.
- Request deletion of your data where it is no longer required.
- Restrict or object to the processing of your data.
- Withdraw consent for marketing communications at any time.
- Request a copy of your data in a portable format.

To exercise any of these rights, please contact us at tom@edgingtons.uk.

8. Cookies & website use

Our website uses cookies to improve user experience, monitor performance, and personalise content. You can control or disable cookies through your browser settings. For more details, please see our Cookie Policy.

9. Security of your data

We use appropriate technical and organisational measures to safeguard your personal information, including secure storage, restricted access, and encryption where necessary.

10. Complaints

If you have any concerns about how we handle your personal data, please contact us directly.

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