**About The Property Ombudsman**

The data controller is The Property Ombudsman Limited, 03339975, [referred to as TPO / we / us / our] of Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, whose Data Controller Registration Number is Z7730500.

All personal data is obtained, processed and stored in accordance with current data protection legislation and any appropriate regulations and / or guidance from time to time. All references to the Data Controller are as defined by the current legislation. This policy sets out the basis on which personal data will be processed by TPO.

TPO handles complaints differently from the courts. We usually settle disputes by writing to the two sides, not by holding hearings in person but resolving disputes by correspondence, unless an oral hearing is specifically requested and considered by TPO to be necessary.

Please read the following carefully to understand TPO’s views and practices regarding the information that you supply to us [which may include your personal data] and how TPO will treat it.

We may change this policy from time to time. You can always find the most up-to-date Privacy Policy on our website at [www.tpos.co.uk](http://www.tpos.co.uk).

**Processing your complaint**

We use your personal data to consider your complaint in accordance with this Policy. We rely on you to ensure that all the information you provide to us is true and accurate to the best of your knowledge. Please contact dataprotection@tpos.co.uk if you become aware of any errors or inaccuracies in the information that we hold about you.

**When a complaint is made to TPO**

When you make a complaint to TPO, it is necessary for us to process your personal data, which may include sensitive information, in order for us to deal with your complaint effectively.

We will share information with the agent you are complaining about. In particular, we may send a copy of the TPO complaint form (if completed) and all documents relating to the business you are complaining about in order that they may answer the complaint. In turn, they will release their company file to TPO for us to review in order to address your complaint.

**Legal basis for processing your information**

We have a legitimate interest in processing your data in order to administer the complaint about the agent whom you are complaining. We believe that it is necessary to process your personal information in order to manage and seek to resolve your complaint.

**How personal data is processed by TPO**

As part of the complaints process, we will collate information about you (including your personal data) and correspond with you by phone, email, post or otherwise.

We may need to exchange information (which may include your personal data) about your complaint with others such as, but not limited to, the TPO Board, Trading Standards and Propertymark in order to fulfil our duties to:

- report breaches of the TPO Code of Practice;
- help raise standards within the industry;
- for the purpose of legal proceedings;
- for disciplinary or other appropriate action;
- to deal with your complaint effectively.

We ask you to notify us if you have any preferences in relation to the way your personal data is disclosed to third parties. Please also notify us if you have any preferences regarding the frequency, subject matter, and / or format of communications with us.

We confirm that information used in considering your complaint may be retained for statistical analysis, for internal training purposes, as a source of precedents, or to assist in the investigation of future complaints. The information will not be used in a way that identifies you.

**What are your rights?**

Under the Data Protection legislation you have a number of rights. These are:

- the right to be informed if we are using your personal information
- the right of access to the data we hold about you
- the right to get your data corrected
- the right to get your data deleted
- the right to limit how we use your data
- your right to data portability, that is to get your personal data from us in a way that is accessible. You also have the right to ask us to transfer your data to another organisation
- the right to ask us not to use your personal information any more

If you have any queries relating to this please email dataprotection@tpos.co.uk.

**How personal data is stored and kept**

We confirm that your personal data will be stored and processed within the European Economic Area (EEA).

If you make a complaint to us about one of our members, we will keep your personal information whilst your complaint is being processed and for six years after the case is closed. We retain enquiry data for two years. This is required for us to monitor the progress of your case and produce statistics that we may publish. We have a legal obligation to publish certain case statistics to our ADR accrediting body.

We may publish examples of where things can go wrong, based on real cases, but we will always respect your privacy and keep your personal data confidential.

**Complaints about the way personal data is used**

If you have a complaint about the way your personal data is used, please contact dataprotection@tpos.co.uk.

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The Property Ombudsman Limited, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

**Complaints Enquiries:** 01722 333 306  
**Email:** admin@tpos.co.uk  
[www.tpos.co.uk](http://www.tpos.co.uk)  
**Twitter:** @TPOm b

**Membership Enquiries:** 01722 335 458  
**Email:** membership@tpos.co.uk  
[accounts@tpos.co.uk](mailto:accounts@tpos.co.uk)  
[membershipcompliance@tpos.co.uk](mailto:membershipcompliance@tpos.co.uk)

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