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 legislation. This policy sets out the basis on which any personal data will be processed by TPO.

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.

Please read the following carefully to understand TPO’s views and practices regarding personal data and how TPO will treat it.

Your information

In this policy, when we refer to ‘your information’ we mean personal information about you and your membership of TPO (which will include personal data) which we may collect, use, share, store or process to administer your membership. This includes information we get from you or from anyone else when you apply for membership or at any other time, through any type of communication (verbal, written or electronic), including through letters, calls, emails, websites (for example, internet protocol (IP) address, cookies), applications, phone systems (we may record and use any phone number you call us from), registrations, researches, promotions and competitions or through membership accounts you currently have or have previously had with us.

You will notify us if you have any preferences in relation to the way your personal information is disclosed to third parties, and preferences regarding the frequency, subject matter, and / or format of communications.

You should contact dataprotection@tpos.co.uk if you require TPO to transfer your personal information to another person.

You must notify us as soon as possible when your personal information changes.

Legal basis for processing your information

We believe that it is necessary to process your personal information to set up and maintain your membership and deal with any complaints about you or the firm.

Information relating to others

When you give us someone else’s personal information (such as that of someone who has complained about your service, someone we can contact about an invoice, a senior partner or director), you confirm that you have complied with the Act in doing so and that it is fair and lawful for you to give their information to us, other departments within TPO and others as described below, and for us to use it as described in this privacy policy. We will record and use any information you give us about someone else in the same way as we record and use your information, except that we will not share the personal data of complainants or third parties with carefully selected companies providing products or services.

How we use your information

We may collect, use, share, store and otherwise process your information to:

(a) check that you are eligible to become a member;
(b) check your, and your partners’ and directors’, identity and business status;
(c) manage your membership, including processing any payments you make;
(d) make sure that our records are accurate;
(e) develop and improve our services to you and other members;
(f) respond to any questions you ask or complaints you make; and
(g) protect our interests, including finding you and recovering any debts you owe, checking details we hold about you, and processing and collecting charges.

Third parties

We will keep your information private and confidential, but we may share it as follows.

• With the TPO Council to meet our duties to report anyone who breaches our Code of Practice and help raise standards within the industry.
• With other competent authorities such as Trading Standards, National Crime Agency, Police Service, the National Federation of Property Professionals and other recognised trade organisations so they can take disciplinary or other appropriate action.
• With anyone who has complained about your service for the purposes of legal proceedings brought by or against you.
• With anyone we transfer information or our rights and duties under this agreement to.
• With another organisation as a result of any sale, restructure, merger or takeover of TPO, as long as the other organisation uses your information for the same purposes as you originally gave it to us and we used it.
• In line with any permission you have given us.
• If we have a duty to do so or if the law, public interest, or this agreement allows us to do so.
• With carefully selected companies which provide products or services which may be of interest to you.
• If you are fined, issued with a formal warning or cease to be a member or registered for redress with TPO following a breach of your responsibilities and it is in the public interest for that fact to be more widely known.
• With the Department for Business, Energy and Industrial Strategy as requested in order to prove your membership and eligibility to rely upon Warwickshire Primary Authority Assured Advice (applicable to members only, not registered agents).

Security
We use up to date industry procedures to keep your personal information as safe and secure as possible and to protect against loss, unauthorised disclosure or access. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to our website. Any such transmission is at your own risk.

Once we have received your personal information, we will use strict procedures and security features to try to prevent unauthorised access.

Access to personal information
You can request access to, and deletion or correction of your personal information by emailing dataprotection@tpos.co.uk

How personal information is stored and kept
Your personal information is stored and processed within the European Economic Area (EEA).

TPO will not keep your personal information for longer than is necessary. This means your personal information will be destroyed or erased from our systems when it is no longer required.

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