

Privacy policy

Click on the appropriate line to see our policy.

We collect, hold and use some of the personal data you provide to us in order to provide you with the excellent professional service you expect from us.

The information within this document outlines how we do this in all situations where you provide us with your data.

Click on the appropriate line to see our policy and please read it carefully and ensure that you understand it.

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INFORMATION APPLICABLE TO ALL CUSTOMERS

Company Information

Terra Cotta (Estate Agents) Ltd., Registered Number: 03516147, Registered Office: Teal House, Middle Street, Shere, Surrey, GU5 9HF.

We are members of the Property Ombudsman Scheme.

Storage of Your Data

In all cases we will hold your personal information securely, either in hard copy on our property files or digitally within our software. We use software from EXPERT AGENT who are data processors of information we hold. Your data will only be stored in the UK.

Retention Period

We will retain the personal information we hold for up to 7 years, because the time limit for any HMRC request for information could take place up to 7 years after our relationship ends. However, we will not use your data for any reason after our relationship ends.

Your Rights

As a customer or user of our services you have the following rights -

- A right to be informed about our collection and use of personal information;
- A right of access to the personal information we hold about you;
- A right to rectification if any personal information we hold about you is inaccurate or incomplete;
- A right to ask us to delete any personal information held about you unless we are obliged to retain the information for other legal reasons;
- A right to restrict or prevent the processing of your personal information;
- A right to data portability (obtaining a copy of your data to re-use with another service or organisation);
- A right to object to the use of your data for particular purposes.

Applicability

This Policy applies only to your use of services from Terra Cotta (Estate Agents) Ltd.

Complaints

If you have any questions about our policies or have cause for complaint about our use of your personal data, please contact us on 01483 205150 or email nicola@terracotta.co.uk

We will address your concerns and attempt to solve the problem to your satisfaction. You also have the right to lodge a complaint with the Information Commissioner's Office and more information on your rights is available from the Information Commissioner's Office www.ico.org.uk

Changes to our Policies

We recommend that you check this page regularly to keep up-to-date, as we reserve the right to change this Policy from time to time if our policies change or the law changes. Any changes will be posted on this page of the website and you will be deemed to have accepted changes to the Policy on your first use of the website following the changes.

WEBSITE USAGE

Thank you for visiting our website. We are committed to protecting and respecting your privacy. This privacy policy sets out the basis on which we process any personal information we collect about you or that you provide to us.

If you do not accept and agree with anything within this usage policy please stop using the website immediately, because your continuing use of our website will be seen as your acceptance of it.

Information we collect about you

We collect and process the following information about you:

- **Information you provide to us.** You can provide us with information about you by filling in forms on our website or by contacting us by telephone, email or otherwise. The information you provide to us may include your name, address, email address, telephone number and any other information you choose to provide.
- **Information we collect about you.** When you use our website, we automatically collect information about you, your computer or mobile device, your IP address and information about how you use our website and other websites.
- **Information we receive from other sources.** We may receive information about you if you use a property portal website to contact us. This could include details of your property search and information about your likely interests. We may combine this information with other information you provide to us or which we collect about you.

How we use your personal information

We use personal information about you for the following purposes:

- **Providing services to you.** We use your personal information to provide you with information and services that you request from us and to administer any promotions or competitions you enter with us.
- **Marketing and advertising.** We use your personal information to provide you, or to permit selected third parties to provide you, with information about goods or services that we think will interest you.
- **Service improvements.** We may use your personal information to tell you about changes to our services and to help keep our website secure.

Legal Basis

The legal basis for processing your personal information in these ways is typically one of the following:

- **Consent.** You have consented to us using your personal information for this purpose. You can withdraw this consent at any time by emailing nicola@terracotta.co.uk.
- **Performance of a contract.** It is necessary for us to process your personal information to perform a contract with you, or for us to take steps on your instruction prior to entering into a contract with you.
- **Legitimate interests.** It is in our legitimate interests to use your personal information for this purpose to operate our website, to provide and promote our services, and to protect our business.

- **Legal obligations.** It is necessary for us to process your personal information to comply with the law.

Sharing your personal information

We may share your personal information with third parties in the following circumstances:

- **Landlords, tenants, vendors and purchasers.** When you ask us to do so, we may share your personal information with current or prospective landlords, tenants, vendors and purchasers (and their respective advisors) in relation to any potential sale or rental. If any of these third parties is a business, then they will become a data controller of the information we provide, and their own privacy policies will apply.
- **Our business partners, suppliers and subcontractors.** We may provide your personal information to our business partners, suppliers and subcontractors who are providing services to us, or where necessary to provide a service you have requested.
- **Professional Advice.** We may also share your personal information in order to obtain professional advice, or to comply with a legal obligation or a request from law enforcement or another regulatory authority.

Storage of Your Data

In all cases we will hold your personal information securely, either in hard copy on our property files or digitally within our software. We use software from EXPERT AGENT who are data processors of information we hold.

INSTRUCTING US TO SELL YOUR PROPERTY

By entering into an agreement with us to sell your property you will provide to us various pieces of personal information, which we will need to provide you with the high-quality service you require, to ultimately facilitate the successful marketing and sale of your property.

Data Collection

The information required by us will vary depending on circumstances. It will include the information within the agreement you sign, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed in below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

- **Identification Details.** We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to meet our obligation under Money Laundering Regulations. Additionally, it is required to protect our position and look after your interests. It assists us to ensure we are dealing with the owners of the property and we are not becoming involved in any money laundering situation. In line with our obligation the copy documents and/or identity verification report will be held for 5 years from the date of the property sale or the date you withdraw your property from the market. We will not provide any other party with copies of these documents, except solicitors or estate agents involved in the sale of your property, who also have an obligation to verify your identity and they formally request it.
- **Prospective Buyers.** Basic information about your property will be provided to anyone who makes an enquiry to us about potentially viewing or purchasing your property. This information will include the property details we produced and any other relevant information you provide to us, including the information in any property information questionnaire you complete for us.
- **Viewings.** We will organise viewings on your behalf, to suit you and the viewer. Where we are conducting the viewing for you, it is important that you check your property prior to the viewing to ensure that any personal information you would not wish a viewer to see is

removed. We may provide the viewer with details of the person who is to meet them at the property and conduct the viewing.

- **Negotiating with Prospective Buyers and Handling Offers to Purchase the Property.** We will negotiate with prospective buyers and take offers from them. This process will involve providing potential buyers with relevant personal information to facilitate a successful negotiation. This will also involve providing you with relevant and necessary personal information about the potential buyer. You should ensure that you treat any information we provide to you as confidential and it must not be passed on or shared with any other person or business.
- **Agreed Sale.** Once a sale is agreed we will provide your personal contact information to the buyer and the solicitors acting for both parties. We may provide your contact information to various professionals that may be acting for the buyer, such as surveyors and contractors wanting access to the property to produce estimates, etc. We may pass on your data when discussing the sale of your property with various parties once a sale is agreed in order to facilitate exchange of contracts and completion of the sale.

INTERESTED IN BUYING A PROPERTY

Data Collection

The information required by us will vary depending on circumstances. It will include the information you initially provide to arrange the viewing or register to place an offer, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed in below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

- **Viewings.** Where you view a property we will require certain pieces of personal information from you in order to provide a professional service to you and our client. We will not share this information with any third party other than our client, without your consent except where you make an offer to purchase that is accepted by our client.
- **Offers to Purchase.** We may require you to provide proof that you hold sufficient funds to purchase the property and we may retain copies of any documentary proof of funds. We will not share this information with any third party other than our client, without your consent.
- **Identification Details.** We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to meet our obligation under Money Laundering Regulations. Additionally, it is required to protect our position and look after your interests. It assists us to ensure we are not becoming involved in any money laundering situation. In line with our obligation the copy documents and/or identity verification report will be held for 5 years from the date of the property sale or the date you withdraw your property from the market. We will not provide any other party with copies of these documents, but we may provide them to solicitors or estate agents involved in the purchase of the property, who also have an obligation to verify your identity, should they formally request it.

INSTRUCTING US TO RENT OUT YOUR PROPERTY AND/OR MANAGE ANY TENANCY

By entering into an agreement with us to rent out your property you will provide to us various pieces of personal information, which we will need to provide you with the high-quality service you require, to ultimately facilitate a successful rental and/or provide property management services.

Data Collection

The information required by us will vary depending on circumstances. It will include the information within the agreement you sign, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed in below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

- **Identification Details.** We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to protect our position and look after your interests. It assists us to ensure we are dealing with the owners of the property and we are not becoming involved in any money laundering situation. The copy documents and/or identity verification report will be held by us and not provided to any other party.
- **Prospective Tenants.** Basic information about your property will be provided to anyone who makes an enquiry to us about potentially viewing or renting your property. This information will include the property details we produced and any other relevant information you provide to us, including the information in any property information questionnaire you complete for us.
- **Viewings.** We will organise viewings on your behalf, to suit you and the viewer. Where we are conducting the viewing for you, it is important that you check your property prior to the viewing to ensure that any personal information you would not wish a viewer to see is removed. We may provide the viewer with details of the person who is to meet them at the property and conduct the viewing.
- **Negotiating with Prospective Tenants and Handling Offers to Rent the Property.** We will negotiate with prospective tenants and take offers from them. This process will involve providing potential tenants with relevant personal information to facilitate a successful negotiation. This will also involve providing you with relevant and necessary personal information about the potential tenant. You should ensure that you treat any information we provide to you as confidential and it must not be passed on or shared with any other person or business.
- **Tenants.** Once a tenancy is agreed we will provide the tenant with your personal contact information, as there is a legal requirement to do this.
- **Sub-Contractors.** We may sub-contract out some of the services we provide to you under this agreement, such as photography, accompanied viewings, erection of TO LET boards, inventory checks and property inspections during tenancies. A list of the third party sub-contractors is available on request.
- **Contractors.** We hold a list of preferred contractors who we may use to provide services to you at the property. We may obtain estimates / quotes for work from these contractors and we may instruct them to carry out work on your behalf. To do this we will provide the appropriate personal information they need to provide the required services. A full list of these contractors is available upon request.
- **Utility Suppliers.** We will provide your details to the appropriate utility suppliers, as and when it is required to ensure correct billing from the suppliers.

INTERESTED IN RENTING A PROPERTY

Data Collection

The information required by us will vary depending on circumstances. It will include the information you initially provide to arrange the viewing, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed in below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

- **Identification Details.** We may hold copies of your photographic identity documents and at least one document that confirms your home address. We may also use an online service to verify your identity. This is done to meet our obligation under the Immigration Act to verify your right to rent in the UK. Additionally, it is required to protect our position and our landlord's position. It also assists us to ensure we are not becoming involved in any money laundering situation. In line with our obligation the copy documents and/or identity verification report will be held for up to 1 year the date ant tenancy ends. We will not provide any other party with copies of these documents.
- **Viewings.** Where you view a property we will require certain pieces of personal information from you in order to provide a professional service to you and our client. We will not share this information with any third party other than our client, without your consent, unless you make an application for a tenancy.
- **Tenancy Application.** You must complete the tenancy application. This application requires you to provide personal information to RENTSHEILD LTD who carry out credit and referencing checks and provide us with a report on your suitability as a tenant. We will not share this information with any third party other than our client, without your consent.

ENTERING INTO A TENANCY

Data Collection

The information required by us will vary depending on circumstances. It will include the information you initially provide to arrange the viewing, but it may not be limited to this information.

Using Your Data

We will provide some data to others only where it is required and as outlined below, or in accordance with your stipulated wishes. Your information will not be passed to any third party not listed in below without obtaining your consent.

We will use your information in the manner outlined below, but may be required to do more –

- **Tenancy Agreements and other related documents.** Once a tenancy is agreed we will provide a copy of the tenancy agreement and any other related documents to our client, the landlord.
- **Sub-Contractors.** We may use sub-contractors to carry out maintenance or repair work on the property, or conduct inventory checks and property inspections during tenancy. A list of the third party sub-contractors is available on request.
- **Utility suppliers.** We will provide your details to the appropriate utility suppliers, as and when it is required to ensure correct billing from the suppliers.
- **Local Councils.** We will provide your details to the appropriate local Council, as and when it is required to ensure correct billing from the Council.

COOKIES

We use cookies and other similar technologies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website (for example, to remember your details and improve our website). By using our website, you agree to our use of cookies. The cookies on our website are either set by us or by third party partners and fall into the following categories:

First party session management

These are typically required by us to make sure you can move freely from one page to another and so that you can access and use certain services within the website. Normally, these cookies only last

whilst your browser is open and are deleted when it is closed. Some may need to remain for the duration of your visit (a “**session**”) or longer.

Cookie name	Description	Duration
3ada1d7ebede3c4d214d085418b6fd58	Used by our website to remember website search criteria and preferences	Session

Third party session management

These cookies are used to allow interaction between our website and certain of our third party providers when you are using our website.

Cookie name	Description	Duration
remote_sid	Allows YouTube to store a unique user ID	Session
vuid	Allows embedded Vimeo videos to work	2 years

Functionality

These cookies allow you to set and store preferences for our website, such as when you are offered the option to customise elements of the layout or content of the website.

Third party	Description
AddThis	Provides easy social media bookmarking http://www.addthis.com/privacy/opt-out

Interest-based advertising

These cookies allow third parties to identify what you might find interesting, allowing a more personalised and relevant selection of advertisements to be displayed when you browse the internet. They normally won’t just be from us, but build an overall, but anonymous, picture of your preferences based on how you have browsed the internet to deliver more relevant advertising. You may see interest-based advertising on our website, but also on third party websites using information collected about your browsing activity on our website.

Third party	Description
AddThis	Collects information about your visit to our website for targeted advertising http://www.addthis.com/privacy/opt-out
AppNexus	Collects information about your visit to our website for targeted advertising https://www.appnexus.com/en/company/platform-privacy-policy#choices

Bluekai	Allows advertisers to serve advertising using cookies to our website http://www.bluekai.com/privacypolicy.php
DoubleClick	Collects information about your visit to our website for targeted advertising https://www.google.com/intl/en/policies/privacy/
distillery	Collects information about your visit to our website for targeted advertising https://dstillery.com/privacy-policy/#strong-privacy
global.ib-ibi.com	Collects information about your visit to our website for targeted advertising https://assets.web.com/legal/English/PrivacyPolicy.pdf
Lotame	Collects information about your visit to our website for targeted advertising https://www.lotame.com/about-lotame/privacy/opt-out/
Media Innovation Group	Collects information about your visit to our website for targeted advertising http://www.themig.com/en-us/#
MediaMath	Collects information about your visit to our website for targeted advertising http://www.mediamath.com/privacy-policy/
Oath	Collects information about your visit to our website for targeted advertising http://privacy.aol.com/
Semasio	Collects information about your visit to our website for targeted advertising http://www.semasio.com/de/nc/en/opt-out/
Tapad	Collects information about your visit to our website for target advertising https://www.tapad.com/privacy-policy/#opt-out
The Trade Desk	Collects information about your visit to our website for targeted advertising http://insight.adsrvr.org/track/stop?action=dooptout
.w5cc.net	Collects information about your visit to our website for targeted advertising http://www.addthis.com/privacy/opt-out
Weborama	Collects information about your visit to our website for targeted advertising https://weborama.com/e-privacy/
YouTube	Serves interest-based advertising on embedded YouTube videos https://www.youtube.com/static?template=privacy_guidelines&gl=GB

Refusing or withdrawing your consent to cookies

You may adjust your browser settings to refuse cookies, but some of the services on our website may not work if you do so. To find out more information about cookies at www.allaboutcookies.org and www.youronlinechoices.eu. You can disable cookies placed through AddThis by clicking [here](#).

Your rights

You have the right to tell us not to use your personal information for marketing purposes. You can exercise this right by unsubscribing using the link in any of the marketing emails we send you. UK data protection law also gives you the right to access your personal information, to object to the use of your personal information for certain purposes, and the right to erase, restrict or receive a machine-readable copy of your personal information. You can exercise any of these rights by contacting us at the address above or by emailing nicola@terracotta.co.uk.

We will comply with the law in responding to your requests. That means that there may be some legal reasons why we cannot comply with all requests.

Links to other websites

Our website may contain links to other websites that are not run by us. If you follow a link to another website, please note that other websites have their own privacy policies and we are not responsible for those policies or other websites' content. You should check these privacy policies before submitting any personal information to these websites.

Contacting us

If you have any questions about this Privacy Policy or the way we handle your personal information, please contact us at: Terra Cotta, Teal House, Middle Street, Shere, Surrey, GU5 9HF or nicola@terracotta.co.uk

We hope that we will be able to answer any questions or concerns that you have. You have the right at any time to raise your concern with the Information Commissioner's Office at:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Updated: 18th September 2025