



## Important Customer Notice

From 25th May 2018, all businesses no matter what the size, will be required to be GDPR (General Data Protection Regulation) compliant.

Town & Country Estates are fully compliant with the new regulations, any previous messages to our social media sites or emails to the company that you may have sent containing any personal details, will now be deleted for your data protection.

What personal data do we use at Town & Country Estates? - Your name, telephone numbers, email address and home address.

Why do we need this information? - This is so we as a company can assist you with what you are looking for whether this be selling your property or looking to buy a property, we also keep your contact details so that we can get in touch with you to inform you of any updates or to inform you of properties that we feel you may be interested in.

We at Town & Country Estates do not use your personal data information for any purpose other than related to the business and services we provide. You will not be asked for any unnecessary personal information.

Your details will only be kept as long as necessary to fulfil your business interest, once you have finished business relations with Town & Country we like to keep your contact details on file (on our secure system) in order to be able to contact you about future business that may be of interest to you, if you do not wish for us to keep your contact details on file we will remove all personal contact details from our records (Please contact us on the emails provided on this statement or call the office direct).

Town & Country Estates privacy policy has been updated to show compliance with new regulations (please see the attached page or read pinned post at top of our social media pages).

Please don't hesitate to contact us at Town & Country Estates if you require any further information.

[oliver@townandcountryestates.com](mailto:oliver@townandcountryestates.com)

[tim@townandcountryestates.com](mailto:tim@townandcountryestates.com)

Town & Country Estates  
Directors: Oliver Browning & Tim Mason  
01225 776699



## Town & Country Estates Privacy Policy

About us: Town & Country Estates, Established in 1989, we are West Wiltshire's largest Independent Estate Agent, We are a Family Run company with offices in prominent High Street locations, Trowbridge & Westbury.

**Trowbridge Branch:** 9 Fore Street, Trowbridge, Wiltshire BA14 8HD Tel. 01225776699  
trowbridge@townandcountryestates.com

**Westbury Branch:** 16 High Street, Westbury, Wiltshire BA13 3BW Tel. 01373824444  
westbury@townandcountryestates.com

Town & Country Estates respect our customer's privacy and we as a company are committed to keeping your information confidential.

Customers do not have to share their personal information with us at Town & Country Estates but doing so can help us assist you with your enquiry whether this is concerning selling your property or buying a property, any and all information given to Town & Country Estates will be kept strictly confidential, it will not be otherwise disclosed to any other organisation.

The only other parties Town & Country estates will share your personal data with are: Town & Country Mortgages, Town & Country Lettings & Middleton's Solicitors. Information is only shared with these parties to assist you with your business enquiry with us at Town & Country.

Personal information is used for business purposes only in order to provide you with the services you have requested, we may keep any information for purposes of ongoing business relationships or to be able to communicate direct with you, if you do not wish to be kept on our mailing list please contact us at the Town & Country Estates office Trowbridge or Westbury and we will remove all of our personal data at your request, you may also submit a request via email.

You have the right to request access to your personal data which we hold about you, you also have the right to erase your personal data, to restrict the processing of your personal data, the right to receive your personal data that you have provided us with and the right to object to our processing of your personal data.

Where we process your personal data because you have given us your consent to do so you also have the right to withdraw your consent at any time

We will only disclose or report personal information if this is required by law and only share with our employees at Town & Country Estates who require such information given to us in order to carry out their duties and assist you with your enquires.

As part of Town & Country Estates Privacy Policy- no customer details i.e., addresses, email or phone details are kept by Town & Country Estates if the customer does not want to be kept on file, no customer details are sold/passed on to third parties, information data is not collected for any further or future use.

Invoices have to be kept for tax purposes & are password protected, on devices used for Town & Country Estates business purposes only. No printed paperwork has any visible customer information attached, all printed paperwork containing personal data are in locked office drawers that only relevant members of staff have access to.

PC, Laptop & Phones used at Town & Country Estates are for business use only and are all protected through a secure individual network, only Employees at Town & Country Estates have access to these devices and each device is password protected.

All Members of Staff at Town & Country Estate maintain a clear desk policy and lock their computer screens when not at their desk, this is to protect customers personal details being seen from anyone but the employees at Town & Country dealing with that particular customer.

All photo's/material for advertising and marketing purposes via leaflets/website/social media will not be displayed without customers/images owner consent.

*When you sign up your details with Town & Country Estates:*

What personal data is required? - Your Name, Email Address, Home Address, Telephone Numbers

Why do I need this information? - This is so we as a business can assist you with your enquiry best as possible.

We will also ask additional information such as what type of property you are looking for and how you will purchase the property such as 'Cash Buyer or using a Mortgage' We ask these questions so we can best assist you with your enquiry.

Town & Country Estates do not use your personal data information for any purpose other than dealing with your business enquiry, discussing business with you & helping to find the right property for you. You will not be asked for any unnecessary personal information.

Your details will only be kept as long as necessary to fulfil your business interest with Town & Country Estates, All of your personal details will be deleted after business has been completed unless otherwise asked for Town & Country Estates to keep your details for future business use. Town & Country Estates privacy policy has been updated as follows to show we are as a company compliant with new regulations.

Please don't hesitate to contact us for any further information you require on Town & Country Estates Privacy Policy.

Town & Country Estates Oliver Browning & Tim Mason contact details:

[oliver@townandcountryestates.com](mailto:oliver@townandcountryestates.com)

[tim@townandcountryestates.com](mailto:tim@townandcountryestates.com)