

Dart & Partners Ltd – Privacy Notice

Last updated: March 2026

Who we are

Dart & Partners Ltd (“we”, “us”, “our”) is an estate agency providing residential and commercial property sales, lettings and property management services. We are the data controller for personal data processed in the course of our business.

Company details:

Dart & Partners Ltd, Registered in England & Wales (Company No. 07458798).

Registered office: Sigma House, Oak View Close, Edginswell Park, Torquay, TQ2 7FF.

Contact details:

Email: property@dartandpartners.com

Telephone: 01626 772507

Address: 12 The Triangle, Teignmouth, TQ14 8AT

Personal data we collect

We may collect and process the following categories of personal data:

- Names, contact details and dates of birth
- Proof of identity and address
- Financial and transactional information relevant to property sales or lettings
- Anti-Money Laundering (AML) verification information
- Correspondence and communications
- Website usage data, including IP addresses and cookies

We only collect personal data that is necessary and proportionate to the services we provide.

How we use your personal data

We use your personal data to:

- Provide estate agency, lettings and property management services
- Arrange viewings, valuations, offers and transactions
- Comply with legal and regulatory obligations, including AML legislation
- Communicate with you about services you have requested
- Maintain accurate business and financial records

We do **not** sell personal data.

Lawful basis for processing

We process personal data under the following lawful bases:

- **Legal obligation** – to comply with law, including AML and economic crime legislation

- **Contract** – to perform or prepare for a contract with you
- **Legitimate interests** – for the effective operation of our business, fraud prevention, and maintaining accurate records, where these interests do not override your rights
- **Consent** – for activities such as marketing communications. You may withdraw consent at any time.

Anti-Money Laundering and reliance on other regulated firms

As a regulated estate agency, we must carry out Customer Due Diligence (CDD) and AML checks. Where permitted by law, we may rely on CDD checks carried out by another regulated person (e.g., another estate agent or a legal professional) in accordance with Regulation 39 of the Money Laundering, Terrorist Financing and Transfer of Funds Regulations 2017.

Where reliance is used:

- Appropriate written arrangements will be in place
- The other party will be subject to equivalent AML supervision
- Dart & Partners Ltd remains responsible for ensuring compliance with AML obligations

Personal data processed for AML purposes will be limited to what is necessary and handled securely for the prevention, detection and reporting of financial crime.

Who we share your data with

We may share personal data with:

- Solicitors, conveyancers and other estate or letting agents
- Mortgage advisers (where instructed)
- Referencing and credit-checking providers
- Utility providers (with consent where required)
- Regulators or law-enforcement bodies where legally required
- Third-party contractors instructed on behalf of a property transaction, letting, or management

All third parties are required to process data securely and lawfully.

International transfers

We store personal data within the UK and EEA.

Where data is transferred outside the UK or EEA (for example, by a service provider), we ensure appropriate safeguards are in place, such as UK GDPR-approved standard contractual clauses.

Data retention periods

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal and regulatory obligations.

- **AML records** are retained for a minimum of five years after the end of a business relationship, in line with statutory requirements.

- **Other transactional, contractual and correspondence data** is retained in accordance with our internal retention schedule and securely deleted or anonymised when no longer required.

Details of our retention schedule are available on request.

Data security

We take appropriate technical and organisational measures to protect personal data, including secure electronic systems, restricted staff access and secure storage of paper records. Data is stored within secure UK and EEA-based systems.

Automated decision-making

We do not make decisions based solely on automated processing that have legal or similarly significant effects on individuals.

Your rights as a data subject

You have the right to:

- Request access to your personal data
- Request rectification of inaccurate or incomplete data
- Request erasure where legally permitted
- Restrict or object to processing
- Request data portability
- Withdraw consent where processing is based on consent

To exercise your rights, please contact us using the details in this notice. We may require proof of identity before responding.

Complaints

If you have concerns about how we process your personal data, please contact us first. If unresolved, you may complain to the Information Commissioner's Office (ICO):

ICO, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Website: www.ico.org.uk

Telephone: 0303 123 1113

Cookies

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