Thomas Marsh Privacy Policy

1. Introduction

Thomas Marsh ("we", "us", or "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, share, and protect your personal data when you visit our website at thomas-marsh.com, interact with our services, or submit information through any of our online forms. By using our website or submitting your information to us, you confirm that you have read and understood this policy.

2. Who We Are (Data Controller)

Thomas Marsh is the data controller responsible for your personal data.
Website: https://www.thomas-marsh.com | Email: sales@thomas-marsh.com | Address: 47 Orsett Road, Grays, RM17 5HJ

3. What Personal Data We Collect

- Identity & Contact Data: full name, email, phone number, postal address
- Property & Enquiry Data: details of any property you are looking to buy, sell, let or rent, and your budget or requirements
- Technical & Usage Data: IP address, browser type, device, pages visited, dates and times of visits, cookie identifiers
- Communications Data: records of emails, calls, or form submissions

4. How We Collect Your Personal Data

- Directly from you via contact, valuation, or enquiry forms on our website
- When you email, call, or otherwise contact us
- Automatically via cookies and tracking technologies when you visit our website

5. How We Use Your Personal Data

- To respond to enquiries and arrange viewings or valuations — Lawful basis: Legitimate interests / Performance of a contract
- For marketing and business development where you have consented or we have a legitimate interest — Lawful basis: Consent / Legitimate interests
- To improve our website and understand visitor behaviour — Lawful basis: Legitimate interests
- To comply with legal and regulatory obligations — Lawful basis: Legal obligation

6. Lawful Basis for Processing

We rely on the following lawful bases under UK GDPR and the Data Protection Act 2018: Consent, Legitimate Interests, Performance of a Contract, and Legal Obligation.

7. Sharing Your Personal Data

We do not sell your personal data. We may share it with trusted third-party service providers under appropriate data processing agreements, sharing only what is necessary.

8. How Long We Keep Your Data

- Enquiry and lead data: up to 2 years from last contact
- Client data: up to 7 years following the end of the business relationship
- Website analytics data: up to 26 months
- Marketing consent records: until you withdraw consent

9. Cookies

We use essential, analytics, remarketing, and functional cookies. You can manage cookies through your browser settings. To opt out of Google Analytics, visit tools.google.com/dlpage/gaoptout.

10. Your Rights Under UK GDPR

You have the right to access, rectify, erase, restrict, port, and object to the processing of your personal data, as well as the right to withdraw consent at any time. To exercise any of these rights, contact us at sales@thomas-marsh.com. You may also complain to the ICO at www.ico.org.uk | 0303 123 1113.

11. Data Security

We use HTTPS encryption, access controls, and regular security reviews, and we require all third-party processors to maintain appropriate security standards.

12. International Data Transfers

Where data is transferred outside the UK, we ensure appropriate safeguards such as UK adequacy decisions or Standard Contractual Clauses are in place.

13. Third-Party Websites

We are not responsible for the privacy practices of any third-party websites linked from our site.

14. Changes to This Policy

We may update this policy periodically. Any changes will be posted on this page with an updated date.

15. Contact Us

Thomas Marsh | https://www.thomas-marsh.com | sales@thomas-marsh.com | 47 Orsett Road, Grays, RM17 5HJ
ICO: www.ico.org.uk | 0303 123 1113

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