



# Privacy Policy

## 1. Introduction

GT Sales Progression ("we", "our" or "us") is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us, or engage our services.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation.

## 2. Who We Are

GT Sales Progression provides outsourced sales progression and transaction support services to estate agencies throughout the United Kingdom.

Data Controller:

GT Sales Progression

Email: [contactus@gtsalesprogression.co.uk](mailto:contactus@gtsalesprogression.co.uk)

Website: [www.gtsalesprogression.co.uk](http://www.gtsalesprogression.co.uk)

ICO Registration Number: TBC

## 3. Information We Collect

We may collect and process the following information:

### Information You Provide Directly

- Name
- Company name
- Email address
- Telephone number
- Information submitted through contact forms
- Information provided when enquiring about our services

### Information Received Through Client Instructions

Where we are instructed by an estate agency to provide sales progression services, we may receive personal information relating to buyers, sellers and other transaction participants, including:

- Names
- Contact details
- Property transaction information
- Solicitor or conveyancer details
- Information necessary to progress a transaction

## Website Usage Information

We may collect technical information including:

- IP address
- Browser type
- Device information
- Website usage statistics
- Cookie data

## 4. How We Use Personal Information

We use personal information to:

- Respond to enquiries
- Provide sales progression services
- Manage transactions
- Communicate with clients and relevant parties
- Improve our website and services
- Comply with legal and regulatory obligations
- Maintain business records

## 5. Lawful Basis for Processing

We process personal information under one or more of the following lawful bases:

### Legitimate Interests

To provide sales progression services, manage transactions and operate our business effectively.

### Contract

Where processing is necessary to fulfil contractual obligations with our clients.

### Legal Obligation

Where processing is required by law, regulation or official authority.

### Consent

Where consent has been provided, such as for optional marketing communications.

## 6. Sharing Information

We do not sell personal information.

Information may be shared where necessary with:

- Estate agency clients
- Buyers and sellers involved in transactions
- Solicitors and conveyancers
- Technology and software providers
- Professional advisers
- Regulatory or law enforcement authorities where required by law

All sharing is limited to what is reasonably necessary for the provision of services or compliance with legal obligations.

## 7. Data Security

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse or disclosure.

These measures include secure systems, controlled access to information and documented data protection procedures.

## 8. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected.

Transaction records and related documentation may be retained for up to six (6) years following completion or longer where required by law, regulation or legitimate business needs.

## 9. Your Rights

Under UK GDPR, individuals may have the right to:

- Access personal information
- Request correction of inaccurate information
- Request erasure of information in certain circumstances
- Restrict processing
- Object to processing
- Request transfer of data where applicable
- Withdraw consent where processing is based on consent

Requests can be made using the contact details below.

## 10. Cookies

Our website may use cookies and similar technologies to improve functionality and understand website usage.

Further information can be found in our Cookie Policy.

## 11. Third-Party Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites and encourage users to review their privacy policies separately.

## 12. Complaints

If you have concerns about how we handle personal information, please contact us in the first instance.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO): [www.ico.org.uk](http://www.ico.org.uk)

## **13. Contact Us**

If you have any questions about this Privacy Policy or your personal information, please contact:

GT Sales Progression

Email: [contactus@gtsalesprogression.co.uk](mailto:contactus@gtsalesprogression.co.uk)

Website: [www.gtsalesprogression.co.uk](http://www.gtsalesprogression.co.uk)

## **14. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in legislation, business practices or services.

The latest version will always be available on this website.