

# Privacy Notice

## Property and Land Search Service (PaLSS)

Effective Date: 25/09/2025

### 1. Who We Are

**Data Controller:** Property and Land Search Service (PaLSS) **Registered Address:** 22 Prior Street, Hereford, HR4 9LB **ICO Registration Number:** 00011312700 **Contact for Data Protection:** Jane Stanton, Data Protection Lead **Email:** [jane@palss.co.uk](mailto:jane@palss.co.uk) **Telephone:** 07795 101877

PaLSS is committed to protecting the privacy and security of your personal data. This Privacy Notice explains how and why we collect and use the personal data provided to us, primarily in the course of carrying out property search services.

### 2. The Data We Collect About You

We primarily process personal data that is **necessary to identify the property and the parties involved** in the conveyancing transaction. This data is generally supplied to us by your instructed solicitor or conveyancer (the Client).

Category of Data	Specific Data Points
<b>Identity Data</b>	Name, Title, Marital Status (if relevant to ownership), Date of Birth (for AML/KYC checks).
<b>Contact Data</b>	Residential Address (of the Property and current residence if different), Email Address, Telephone Number.
<b>Financial Data</b>	In certain cases, we may receive details of the purchase price or mortgage lender's name, which may relate to your financial circumstances.
<b>Property Data</b>	Address of the Property being searched, boundary plans, property type.
<b>Technical Data</b>	IP address, login data, and usage data if you use our online portal or website.

### 3. How and Why We Use Your Personal Data (Lawful Basis)

We will only use your personal data when the law allows us to. For a property search company, the primary legal bases under the UK GDPR are as follows:

Purpose for Processing	Type of Data Used	Lawful Basis (UK GDPR Article 6)
<b>To fulfil the search contract</b>	Identity, Contact, Property	<b>Performance of a Contract</b> with your solicitor (who acts on your behalf).

Purpose for Processing	Type of Data Used	Lawful Basis (UK GDPR Article 6)
<b>To submit search requests</b> to Local Authorities and utility companies.	Identity, Contact, Property	<b>Performance of a Contract</b> to deliver the requested search Report.
<b>To comply with AML and KYC regulations</b>	Identity, Financial, Property	<b>Legal Obligation</b> (e.g., Money Laundering Regulations).
<b>To process and defend legal claims</b> relating to the search (i.e., professional negligence claims).	All Data Categories	<b>Legitimate Interests</b> (protection of our business/PII provider).
<b>To comply with the Search Code</b> and industry professional obligations.	Identity, Property, Transaction	<b>Legitimate Interests</b> (maintaining accreditation and standards).

#### 4. How We Collect Your Personal Data

We primarily use two methods to collect data:

1. **Directly from the Client:** The majority of your personal data is provided to us by your solicitor or conveyancer when they place the Order Confirmation for the Search on your behalf.
2. **Indirectly from Third Parties:**
  - **Local Authorities/Public Bodies:** In the course of performing the search, we retrieve data relating to the Property, which may sometimes include Identity Data (e.g., from planning records).
  - **Anti-Money Laundering (AML) Providers:** For KYC checks, we may use third-party providers to verify your identity.
  - **Website/Online Portal:** Data submitted via our online platform or through the use of cookies.

#### 5. Who We Share Your Personal Data With

We may share your personal data with the following parties where necessary for the purposes outlined in Section 3:

- **The instructing solicitor/conveyancer:** To provide them with the completed Report.
- **Local Authorities and other Public Bodies:** To submit search queries and to inspect records (e.g., Highways Agency, Water Authorities).
- **Professional Indemnity Insurers:** In the event of an error or a potential claim against the Search Report, to manage and defend the claim (liability is limited to £5m per transaction).
- **Regulators and Compliance Bodies:** Such as the Property Codes Compliance Board (PCCB) and TPO (The Property Ombudsman), for audit or complaint resolution purposes.
- **Third-Party AML Providers:** To conduct mandatory identity and source of funds checks.
- **Credit Reference Agencies:** If required for identity verification, which may leave a 'soft footprint' on your credit file.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

## 6. Data Security and Retention

**6.1 Data Security:** We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way. We limit access to your personal data to only those employees and third parties who have a business need to know.

**6.2 Data Retention:** We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

As a property search provider, we are required to retain records of a conveyancing transaction for a minimum period to cover the liability period of the search.

**Retention Period:** We typically retain all data related to a Search Report for a period of **6 to 15 years** from the date of the Report, in line with industry standards and to comply with the statutory limitation periods for professional negligence claims.

## 7. Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- **Request access** to your personal data (Subject Access Request).
- **Request correction** of the personal data that we hold about you.
- **Request erasure** of your personal data (The Right to be Forgotten).
- **Object to processing** of your personal data where we are relying on a legitimate interest.
- **Request restriction of processing** of your personal data.
- **Request the transfer** of your personal data to another party.

If you wish to exercise any of the rights set out above, please contact our Data Protection Lead using the contact details in Section 1.

## 8. Complaints

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

**ICO Contact Details:** Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF **Helpline number:** 0303 123 1113 **Website:** [www.ico.org.uk](http://www.ico.org.uk)

We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

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**Disclaimer:** This is a template document and **must** be reviewed by a qualified legal professional to ensure it is fully compliant with the specific details of your business operations and the latest UK GDPR and DPA 2018 requirements. You are responsible for ensuring your data processing practices accurately match the content of this notice.