

Data Subject Access Requests

What is a Data Subject Access Request?

A Data Subject Access Request (DSAR) is a request made by an individual to a business to provide them with a copy of any personal information held and being processed in relation to them. They have the right to make this request under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 (DPA 2018).

Businesses are required to provide this information within one month of the request being received, subject to any necessary identity checks being completed where required. Under the Data Usage and Access Act 2025 (DUAA), this timescale can be paused in the event additional information or clarity is needed in order to complete the request.

In most circumstances the business cannot decline a DSAR request, however they can where they deem a request to be excessive or manifestly unfounded. This is in line with the DPA 2018. Where this happens, the individual will be informed as to the reasons why.

Information that is provided as part of a DSAR

You will be provided with your personal information.

Whilst we will make reasonable efforts to find and retrieve the requested information, we are not required to conduct searches that would be unreasonable or disproportionate to the importance of providing access to information.

You will typically receive the following as part of the DSAR:

- Copies of call recordings between you and us.
- Copies of emails between you and us.
- Copies of emails between us and third parties where you are a recipient of the email
- Copies of transactional records where you are mentioned or referred to.
- Copies of images of you that are collected for purpose of identification verification.
- Copies of documents or letters where you are mentioned or referred to.
- Where you are mentioned within internal documents, we will either share the document with you or provide you the sections where you are mentioned.
- Where we identify that you are mentioned within a call between us and the Partner Estate Agent, a summary of what was discussed in relation to you.
- System generated emails from us to you where possible – not all system emails are capable of being regenerated.

As part of the DSAR you will also receive supplementary information confirming why your information is being processed, how your information was obtained and how long it will be retained.

Information that is not provided within a DSAR

It is important to note that a DSAR is not full disclosure, and as such, the following information will not be provided as part of a DSAR.

- Third party data is protected under the DPA 2018, and we are not required to obtain third-party consent in order to share their data with you (this includes family members and partners).
- Copies of transactional records where your personal information is not contained or you are not mentioned or referred to.

- Copies of communications between us and any third party where you are not a recipient, not mentioned or referred to.
- Transactional records containing updates or discussions with third parties where you are not mentioned or referred to. For instance, where you are the vendor, you will not receive records between us and any bidders, viewers or buyers and vice versa.
- Confidential internal documents/records in which you are not mentioned, discussed or referred to.

Where we identify that you are mentioned or referred to in any of the above, we will provide a summary of why you are mentioned.

What if you only need specific information

If you have a query, or are just looking for specific information, our Customer Service Team may be able to assist you without the need for a DSAR. They can be contacted as follows:

Telephone: 0191 6053 209 **Email:** customerservices@iam-sold.co.uk

How to submit a DSAR

You can submit a Data Subject Request in writing or via email to the details provided below:

Data Protection Officer

Address: 6 Floor Arden House, Regent Centre, Gosforth, Newcastle upon Tyne, NE3 3LU

Email: dpo@iamproperty.co.uk

How to submit a DSAR on behalf of someone else

If you are making a DSAR on behalf of someone else, the data subject will need to:

- Provide us with their signed written consent, agreeing to their data being provided
- Complete an identification verification process before the DSAR is processed.

Please note: We reserve the right to refuse any request where we are not able to satisfy ourselves in relation to yours, or the data subject's identity.

Why you might need to complete an identity check

We are obligated to ensure we are satisfied in relation to your identity before proceeding with a DSAR so we may require you to complete identity check where:

- Our business relationship with you has ended
- Where you request information to be sent to details that differ to that we have on file for you.
- Your name has changed (marriage, deed poll, divorce for instance)
- We are unable to locate you based on the information provided

If we do need you to complete an identification process, we will let you know.

You can then either provide two certified identification documents, or we can send you a link to complete verification via Credas Technologies.

What happens when a DSAR is received

Once your request has been received, and your identity verified (where applicable), you will receive an acknowledgement letter confirming the date by which the DSAR will be completed.

- Documents will be provided in PDF format
- Calls will either be provided in WAV or MP4 format.

Your information will be sent electronically via a secure, Cloud based link for security reasons. Once the link is received you will be required to transfer your information to your own device within 30 days. After which time the link will expire for security reasons.

If you will be unable to access information electronically, we can arrange for the DSAR to be sent to you by Royal Mail Secured Post. Calls will be provided on a password protected USB Stick. The password will be sent to you separately.

Please note: This may add an extra day or two to the timescales for delivery.

Correcting personal information

If you believe any of your personal information is inaccurate, please contact our Data Protection Department with details so that we can correct where practicable or destroy any inaccurate information.

Data Deletion

You can request your personal information to be deleted where we no longer have contractual or legitimate reason to retain it.

As a guideline, we are required to retain information as follows:

Contracted Vendor: If you have signed an Auction Agreement, we are required to retain your information for a period of seven years following the Agreements Termination, or the completion of a sale by Auction.

Contract Buyer: If you entered into a Reservation Agreement with the vendor of a property, we are required to retain your information for a period of seven years following the completion of a sale by Auction, or the sale breaking down.

Registered Viewer or Bidder: We are required to retain your data for a period of 18 months following a sale of the property you registered to view or bid on, or the termination of the vendors Auction Agreement with us. This is to satisfy sole selling rights obligations.

Service Complaints

If you have reason to complain about any of the information held about you or our service, you can contact our Customer Service Department as follows:

Telephone: 0191 6053 209 **Email:** customerservices@iam-sold.co.uk

The Information Commissioners Office

The Information Commissioners Office seek to ensure businesses are upholding data protection and freedom of information rights. Should you wish to contact them in relation to how your personal information is being processed or to seek more information in relation to your rights, you can contact them as follows:

Information Commissioners Office are available to assist between Monday to Friday 09:00 to 17:00.

Helpline: 0303 123 1113

Live Chat: <https://ico.org.uk/global/contact-us/contact-us-public/public-advice/>

Online Complaint Submission: <https://ico.org.uk/make-a-complaint/>

Consumer Guidance: <https://ico.org.uk/for-the-public/>

Please note, whilst we check ICOs contact information periodically, we are only able to confirm their contact information to have been correct as of the 30 January 2026.

Newcastle Office

Floor 6, Arden House, Regent Centre, Gosforth,
Newcastle upon Tyne, NE3 3LU

Call: 0345 646 0302

Email: enquiries@iamproperty.com

www.iamproperty.com

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