

# WILTON ESTATE – PRIVACY POLICY

HOW WE HANDLE YOUR PERSONAL INFORMATION AND WHAT TO DO SHOULD YOU HAVE ANY CONCERNS

## PRIVACY POLICY

This policy applies to all personal data and sensitive personal information collected and processed by Wilton Estate in the conduct of its business, in electronic format in any medium and within paper filing systems.

Wilton Estate is registered with the Information Commissioner's Office (ICO) in the name of Barford Trust under the Data Protection Act 1998, to process personal data. Further information regarding the registration of Wilton Estate can be found on the ICO website by quoting the registration number **Z5280498**.

Wilton Estate recognises The General Data Protection Regulation (GDPR) and is actively working towards compliance with that regulation.

## HOW AND WHY WE PROCESS PERSONAL INFORMATION

Personal data will be collected and processed only to the extent that it is needed to fulfil business needs or legal requirements. We will not collect excessive information that is not relevant to the purpose for which the information is being collected.

## LEGAL BASIS FOR PROCESSING DATA

All processing of personal information for the purposes of running our operations are done so on the basis of contractual necessity.

When personal information relates to business contacts or potential customers, processing is on the basis of legitimate interest. We do take into consideration the balance between our interests and yours.

## DATA SHARING

At the current time, Wilton Estate does not transfer personal information outside the European Economic Area. However, if it should do so, it will be necessary for the recipient country to demonstrate that they have a suitable level of protection for your rights and freedoms in relation to the processing of your personal data.

Personal data in any format will not be shared with a third-party organisation without a valid business reason, or without your consent.

## RETENTION OF DATA

Your data will be held for the duration of your contract with us or longer where we have a legitimate reason or legal obligation to do so.

## YOUR RIGHTS

Wilton Estate will process your data in accordance with your rights, as given under GDPR. Should you wish to enact your rights, we will acknowledge receipt of your request within three working days and will find a resolution to your request within one calendar month.

### RIGHT OF ACCESS

You have a right, subject to a number of exceptions, to access your personal data. No fee will be charged for this. Your personal information will not be disclosed until your identity has been verified.

### RIGHT OF RECTIFICATION

Personal data held should be kept up to date and accurate. You have the right to rectification should your information.

### RIGHT TO ERASURE

You have the right to request the deletion or removal of your personal data, where there is no overriding reason for us to continue processing.

### RIGHT TO RESTRICT PROCESSING

You have the right to suppress the processing of your personal data in certain circumstances. This means that we could hold your data but would be unable to use it for any purpose.

### RIGHT TO DATA PORTABILITY

This is the right to obtain your personal data for your own purposes, in a commonly used electronic format, such as a csv file.

### RIGHT TO OBJECT

You have the right to object to the processing of your information on the basis of legitimate interest, unless there are compelling legitimate grounds for us to continue.

We will not use your personal data for direct marketing or research purposes unless we receive your express consent to do so.

**CONTACT:** Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:

Wilton Estate, The Estate Office, Wilton, Salisbury, Wiltshire SP2 0BJ  
Tel: 01722-746700 Fax: 01722-744447 Email: [admin@wiltonhouse.com](mailto:admin@wiltonhouse.com)

**COMPLAINTS:** Should you not be satisfied with how we have treated your information, please contact Wilton Estate at the above address to find a resolution. Should you remain unsatisfied, you have the right to refer the matter on to the ICO

Information Commissioner Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
Tel: 01625-545745 Fax: 01625-524510 Email: [enquiries@ico.gsi.gov.uk](mailto:enquiries@ico.gsi.gov.uk)