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HM Government

As part of our role as the Help to Buy agent, we need to ensure the information on our systems is up to date. Please read the statement below for information on how long we will keep your account open and hold your information.

If you register for an account on our website, you must ensure that you login and conduct a property search at least once every 30 days. Any accounts that have been inactive for 30 days or more will be closed and we will remove your details from our database.

Should you wish to register for an account again in the future you can do so by visiting our website at www.helptobuyese.org.uk

Furthermore, if you have submitted an application for Help to Buy we will store your application on our database for six months. If your application is still live after six months, we will contact you by email and ask you to review your details.

At that point you can choose to keep your application active, or request to be removed from our database. Your application will then be held for 30 days and if we don't hear from you we'll assume you no longer wish to remain on the database and your application and login details will be deleted.

