

## **Privacy Policy**

**Effective Date:** 30/10/2024

### **1. Introduction**

Welcome to **Propsk Ltd** ("we," "us," "our"). We are committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.propsk.com](http://www.propsk.com) (the "Site"). Please read this policy carefully to understand our views and practices regarding your personal data and how we will treat it.

### **2. Data Controller Information**

#### **Propsk Ltd**

Registered Address: 1 Poplar Court, Greensward Lane, Hockley, SS5 5JB, United Kingdom

**Company Number:** 15933011

**Email:** management@propsk.com

**Telephone:** +44 170 259 3083

### **3. What Information We Collect**

We may collect and process the following data about you:

#### **a. Personal Identification Information**

- **Name**
- **Email Address**
- **Postal Address**
- **Telephone Number**
- **Date of Birth**

#### **b. Property-Related Information**

- **Property Address**
- **Property Type**
- **Number of Bedrooms**
- **Current Rent**
- **Investment Details**

#### **c. Technical Data**

- **IP Address**

- **Browser Type and Version**
- **Time Zone Setting**
- **Browser Plug-in Types and Versions**
- **Operating System and Platform**
- **Information about Your Visits**

#### **d. Usage Data**

- **Information about how you use our website, products, and services.**

#### **e. Marketing and Communications Data**

- **Your preferences in receiving marketing from us and your communication preferences.**

### **4. How We Use Your Information**

We use the information we collect in the following ways:

- **To Provide Services:** To manage lettings, block management, property valuations, and other services you request.
- **To Communicate:** To respond to your inquiries, provide customer support, and send you updates about our services.
- **To Improve Our Services:** To understand how our services are used and to make improvements.
- **Marketing Purposes:** To send you marketing communications about our services, promotions, and updates (with your consent).
- **Compliance:** To comply with legal obligations, industry standards, and our internal policies.

### **5. Legal Basis for Processing**

We process your personal data based on the following legal grounds:

- **Consent:** Where you have given clear consent for us to process your personal data for a specific purpose.
- **Contract:** To fulfil our contractual obligations to you when you use our services.
- **Legal Obligation:** To comply with the law (not including contractual obligations).
- **Legitimate Interests:** For our legitimate interests, provided your interests and fundamental rights do not override those interests.

## 6. Sharing Your Information

We may share your personal data with:

- **Service Providers:** Third parties who perform services on our behalf, such as IT services, maintenance providers, and marketing agencies.
- **Legal Authorities:** When required by law or to protect our rights.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets.

**We do not sell or rent your personal data to third parties for their marketing purposes without your explicit consent.**

## 7. Data Storage and Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing, accidental loss, destruction, or damage. These measures include:

- **Data Encryption**
- **Secure Access Controls**
- **Regular Security Assessments**

## 8. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## 9. Your Rights

Under the GDPR, you have the following rights regarding your personal data:

- **Access:** You have the right to request access to your personal data.
- **Rectification:** You can request correction of inaccurate or incomplete data.
- **Erasure:** You can request deletion of your personal data under certain conditions.
- **Restriction of Processing:** You may request the restriction of processing your personal data.
- **Data Portability:** You have the right to receive your personal data in a structured, commonly used format.
- **Objection:** You can object to the processing of your personal data under certain circumstances.

- **Withdraw Consent:** Where processing is based on consent, you have the right to withdraw your consent at any time.

To exercise any of these rights, please contact us using the contact details provided below.

## 10. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. Cookies help us understand how you use our Site, remember your preferences, and provide a better user experience.

### Types of Cookies We Use:

- **Essential Cookies:** Necessary for the operation of our website.
- **Performance Cookies:** Collect information about how visitors use our Site.
- **Functionality Cookies:** Remember your preferences and settings.
- **Marketing Cookies:** Track your browsing habits to deliver relevant advertisements.

You can control the use of cookies at the individual browser level. However, disabling cookies may limit your ability to use certain features of our website.

## 11. Third-Party Links

Our website may contain links to third-party websites. **Propsk Ltd** is not responsible for the privacy practices or the content of these third-party sites. We encourage you to read the privacy policies of any external sites you visit.

## 12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. **We will notify you of any significant changes by posting the new Privacy Policy on our Site with a new effective date.** We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

## 13. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us:

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