

Privacy Policy

Introduction

Please read this Privacy Policy carefully as it outlines how **My Property Listing** ("we," "us," or "our") collects, uses, and protects your personal data.

This Privacy Policy applies to mypropertylisting.co.uk and explains what to expect when we collect personally identifiable information about you (the "customer").

We will not collect any personally identifiable information unless it is in response to your use of our website or if you actively contact us regarding our services. We take your privacy seriously, and the security of your personal data is a top priority.

This Privacy Policy is regularly reviewed and updated as necessary. Any changes will be posted on our website, and if you have an account with us, we may notify you directly.

For the purpose of the General Data Protection Regulation (GDPR) 2018, the data controller is **My Property Listing**, a company registered in England and Wales at **235-237 Vauxhall Bridge Rd, London, SW1 1EJ**.

What Information We Collect

When you create an account, make an enquiry, or use our services, we may collect the following information:

- **Personal details:** Name, email address, phone number.
- **Property details:** Address, rental income, tenancy status, and pricing estimates.
- **Identity verification:** Proof of address, ownership verification, and other compliance-related documents.
- **Financial details:** Rental payment history, tenancy contracts, or financing preferences.
- **Technical data:** IP address, browser type, device type, and other usage data collected through cookies (see our Cookie Policy for details).

We may also collect personal information through phone calls, which may be recorded for training and monitoring purposes.

How We Use Your Information

We collect your information to:

- Manage your **My Property Listing** account and property-related enquiries.

- Facilitate property transactions, including viewings, offers, payments, and legal verification.
- Conduct market research and business analysis to improve our services.
- Comply with regulatory obligations, including anti-money laundering (AML) checks.
- Contact you regarding updates, offers, or services (if you have consented to receive such communications).

We do **not** store credit or debit card details and use secure third-party payment processors for transactions.

Data Retention

We retain your personal data as follows:

- Data related to property transactions is stored for **six years** after completion for legal and compliance purposes.
- If you have an account but have not completed a transaction, we will keep your data as long as your account remains active.
- Some anonymized data may be used for internal statistical analysis.

Who We Share Your Information With

We may share your information with:

- **Service providers** (e.g., property management companies, solicitors, financial institutions).
- **Regulatory bodies** (e.g., HMRC, law enforcement agencies, ICO).
- **Marketing partners** (only if you have given explicit consent).
- **Business transferees** (in the event of a company sale or restructuring).

We ensure that all third parties handling your data comply with strict security and confidentiality agreements.

International Transfers

If we transfer your data outside the UK or EEA, we ensure it is protected through:

- Adequate protection measures as determined by the UK Government or European Commission.
- Contracts with recipients ensuring GDPR-level protection.

Your Rights Under GDPR

You have the right to:

- **Access** your personal data.

- **Correct** any inaccuracies.
- **Request deletion** of your data (except where we have legal obligations to retain it).
- **Restrict processing** in certain circumstances.
- **Object** to data processing for marketing purposes.
- **Request data portability** in a structured, commonly used format.

To exercise any of these rights, contact us at **contact@mypropertylisting.co.uk**.

Marketing Communications

If you no longer wish to receive marketing emails, you can opt out at any time by emailing **contact@mypropertylisting.co.uk**.

Information Security

We implement strict security measures to protect your data. Your account information is secured through encryption, and we conduct regular security reviews.

Complaints

If you have concerns about how we handle your data, please contact us at:

- **Email:** contact@mypropertylisting.co.uk
- **Address:** Lower Ground Floor Carlyle House, 235 - 237 Vauxhall Bridge Road, London, England, SW1V 1EJ

If you are not satisfied with our response, you can escalate the matter to the **Information Commissioner's Office (ICO)** by calling **0303 123 1113** or visiting <https://ico.org.uk/make-a-complaint>.

Last updated: 17/03/2025