

PRIVACY POLICY

In accordance with the 'General Data Protection Regulation' (GDPR), this 'Privacy Policy' explains how we use any personal information we collect about you, why we collect it and how do we use and store it. You should read this document carefully, along with our 'Terms of Engagement'.

What information do we collect about you?

We collect information about you when you engage with us to purchase an investment property or an alternative investment. This information will relate to your personal and/or financial circumstances.

We may also collect information that you provide when you voluntarily complete client surveys or provide feedback to us.

Our website does create cookies that contain information about you, but the cookies are stored on your computer, not on the hosting server. Therefore, the data is in your control.

Our servers also collect some client details, which is stored in session text files on the server for the duration of your time on the website. The session files are automatically deleted when your browser exits the session.

Why do we need to collect and use your personal data?

The information that we collect about you is essential for us to be able to carry out the services that you require from us effectively. Without collecting your personal data, we would be unable to provide our services to you.

How we collect your personal data

We collect your data in a number of ways, including over the phone, post, face-to-face and electronically.

To ensure that you provide your personal data securely, we will not ask you to provide anything of a sensitive nature via email. We will ask that you use a secure file sharing site, such as Dropbox. Alternatively, personal data can be posted to us.

How will we use your personal data?

We use the data that we collect from you, in order to support you during your investment transaction.

If you consent, we may also use your data for one or more of the following purposes:

- We may email you about other investments or services that we think may be of interest to you.
- We will pass on your personal information to our sister companies, so that they may offer their products and services, which may be of interest to you.

How your data is stored

To manage our engagement with you accurately and effectively, we may add your data to our own secure internal systems such as our Customer Relation Management systems and our email database. To find out details of what systems we may store your data on, please contact us at info@propertyip.net.

How long do we keep hold of your personal data?

In principle, your personal data should not be held for longer than is required under the terms of our engagement with you, i.e. once your first tenant has been sourced, or when your alternative investment has concluded.

Please be advised that once your personal data is removed from our system, we will no longer be able to access records that may assist you with any future queries.

If you consent, you can request that we retain your personal data, in case you require any support in the future. You can withdraw your request at any time.

Who might we share your personal data with?

To deliver our services to you effectively, we may send your details to third parties that we engage with during your investment transaction, such as solicitors, letting agents, developers/developer's agents, mortgage brokers and insurance advisors.

Where third parties are involved in processing your data, we will have a contract in place with them to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they will only act in accordance with our written instructions.

Where it is necessary for your personal data to be forwarded to a third party, we will use appropriate security measures to protect your personal data in transit.

To fulfil our obligations in respect of prevention of money-laundering and other financial crime we may send your details to third party agencies for identity verification purposes.

We will not share your information for marketing purposes with companies outside of our sister companies.

How can I access the personal data you hold about me?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal data, please email or write to us using the contact details provided.

We have an obligation to ensure that your personal data is accurate and up to date. Please ask us to correct or remove any information that you think is incorrect.

Marketing

We would like to send you information about our products and services and those of other companies within our group, which may be of interest to you. If you have given your consent to receive marketing information, you may opt out at any time.

You have a right at any time to stop us from contacting you for marketing purposes or sharing your information to other members within the group. If you no longer wish to be contacted for marketing purposes, please contact us by email or post using the contact details provided.

Cookies

We use cookies to track visitor use of the website and to compile statistical reports on website activity. For further information visit <http://www.allaboutcookies.org/>

You can set your browser not to accept cookies and the above website tells you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites

On some occasions, our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

What can you do if you are unhappy with how your personal data is processed?

You also have a right to lodge a complaint with the supervisory authority for data protection. You can write to them at; Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire, SK9 5AF. Alternatively, you can call them on 0303 123 1113 (local rate).

Changes to our Privacy Policy

We keep our 'Privacy Policy' under regular review and we will place any updates on our website www.propertyip.net. This privacy policy was last updated on 4th May 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you by email at info@propertyip.net.

Or write to us at Property Investor Partnership, Creation House, 7a Alkmaar Way, Norwich International Business Park, Norwich, NR6 6BF.