

PRIVACY POLICY

1. Policy Statement

This Privacy Policy explains how **Fresh Property Solutions Ltd** (“we”, “us”, “our”) collects, uses, stores, and protects your personal information. We are committed to safeguarding your privacy and ensuring that your data is handled lawfully, transparently, and securely in accordance with UK GDPR and the Data Protection Act 2018.

2. Who We Are

Fresh Property Solutions Ltd

Property Management & Maintenance Services
Registered Address: Cleveland Street, Doncaster, DN1 3EH
Email: office@freshps.co.uk
Phone: 01302 963173

We act as the **Data Controller** for the personal information we collect.

3. What Personal Data We Collect

We may collect the following types of information:

Personal Identification

- Name
- Address
- Email address
- Phone number
- Proof of identity (where required)

Property & Tenancy Information

- Tenancy agreements
- Maintenance history
- Access instructions (where provided)
- Emergency contact details

Financial Information

- Payment details
- Rent statements
- Invoices
- Transaction history

Technical & Usage Data

- IP address

- Device information
- Website usage (via Wix analytics)

Maintenance & Service Information

- Photos or videos of maintenance issues
- Job notes and communication logs
- Contractor reports

4. How We Collect Your Data

We collect data through:

- Direct communication (email, phone, forms, in person)
- Our website (built on **Wix**)
- Maintenance requests submitted via **ServiceM8**
- Financial transactions processed through **Xero**
- Third parties (landlords, tenants, contractors, referencing agencies)

5. How We Use Your Data

We use your information to:

- Manage your tenancy or property
- Process rent, invoices, and payments
- Respond to maintenance requests
- Coordinate contractors and repairs
- Communicate updates, notices, and essential information
- Maintain accurate financial and service records
- Improve our services and website experience

We only use your data when we have a lawful basis, such as:

- Contractual necessity
- Legal obligation
- Legitimate interest
- Consent (where required)

6. How We Use Third-Party Platforms

Wix (Website Platform)

We use Wix to host our website, contact forms, and analytics.

Wix may process:

- Form submissions
- IP addresses
- Website usage data

Wix stores data securely on its servers and complies with GDPR.

ServiceM8 (Maintenance & Job Management)

We use ServiceM8 to manage maintenance requests and contractor workflows.

ServiceM8 may process:

- Job details
- Photos/videos of issues
- Contact information
- Communication logs

This ensures efficient and traceable maintenance handling.

Xero (Accounting & Financial Management)

We use Xero to manage invoices, payments, and financial records.

Xero may process:

- Payment details
- Billing information
- Transaction history

Xero is GDPR-compliant and uses secure data encryption.

7. How We Share Your Data

We may share your information with:

- Approved contractors and maintenance providers
- Landlords or property owners
- Legal or regulatory authorities (where required)
- Payment processors
- Professional advisors (accountants, auditors)

We **never** sell your data.

All third parties are required to keep your information confidential and secure.

8. Data Storage & Security

We store your data securely using encrypted systems and GDPR-compliant platforms.

We take appropriate technical and organisational measures to protect your information from:

- Loss
- Misuse

- Unauthorised access
- Disclosure
- Alteration

9. How Long We Keep Your Data

We retain your information only for as long as necessary, typically:

- **Tenancy/property records:** up to 7 years
- **Financial records:** 7 years (legal requirement)
- **Maintenance records:** duration of tenancy + 1 year
- **Website enquiries:** up to 12 months

After this period, data is securely deleted or anonymised.

10. Your Rights Under UK GDPR

You have the right to:

- Access your data
- Correct inaccurate information
- Request deletion (where applicable)
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent (where consent is used)

To exercise your rights, contact us at: **[Insert Email]**

11. Cookies & Website Tracking

Our website (via Wix) uses cookies to improve user experience and analyse site performance. You can manage or disable cookies through your browser settings.

12. International Data Transfers

Some of our third-party providers (Wix, Xero, ServiceM8) may store data outside the UK. They all use GDPR-compliant safeguards such as:

- Standard Contractual Clauses (SCCs)
- Secure data centres
- Encryption and access controls

13. Changes to This Policy

We may update this Privacy Policy from time to time.
The latest version will always be available on our website.

14. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, contact:

Fresh Property Solutions Ltd

Email: office@freshps.co.uk

Phone: 01302 963173

Registered Address: 92-98 Cleveland Street, Doncaster, DN1 3DP