

# PRIVACY POLICY

At PropertyPreps.co.uk, we value your privacy and make every effort to respect your wishes and personal information. In line with this commitment, we have established the following policy for the use of our SMS and email marketing service. Please read it carefully to understand how we collect, use, and manage your phone numbers.

**Collection of phone numbers and email addresses:** We collect your phone number and email address only when you voluntarily provide them to us, for example, during transactions, inquiries, or when you sign up for our promotional messages. You can opt-in to receive these SMS and email messages either by clicking on the welcome pop-up (which shows to new users) or in the checkout by checking your SMS and email sign-up and providing your phone number and email address.

**Use of phone numbers for SMS and email address:** Your phone numbers and email addresses are primarily used to provide you with personalized services, updates, and promotional offers. These text and email messages may relate to our products, services, discounts, or any updates that we think may interest you. We may also provide special discounts or offers through SMS and email messages. SMS messaging charges may be applied by your carrier. We will only share your phone number with our SMS provider, subject to their privacy policy.

## Google accounts

Virtual use and transfer of information received from Google APIs to any other app will adhere to Google API Services User Data Policy, including the Limited Use requirements.

## Use of AI

For a few services, we are using third-party AI model.

In doing so, we share photos of specific properties when users want to utilize the service, and we do not ask for any explicit user consent.

**Opting out of marketing messages** If at any time you wish to stop receiving marketing SMS or email marketing from us, you can opt out by -Texting or emailing STOP to opt-out -Texting or emailing UNSUBSCRIBE to opt-out Please note that the opt-out process may take up to 10 business days to become effective. During this period, you may still receive some messages from us.

**Privacy of phone numbers** Once you have opted out, we will not send you any more SMS or email messages, nor will we sell or transfer your email address or phone number to another party.

### Access to promotions and discounts

You do not need to sign up for SMS or email Messages to receive information about current promotions. Codes and promotions are available for a limited time and may be changed or removed at any time.

We thank you for your understanding and cooperation. If you have any questions or concerns about this policy, please feel free to contact us at [info@propertypreps.co.uk](mailto:info@propertypreps.co.uk)

**What information do we collect?** • We collect information from you when you register on the site, place an order, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature. • When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information. You may, however, visit our site anonymously. • We also collect information about gift recipients so that we can fulfil the gift purchase. The information we collect about gift recipients is not used for marketing purposes. • Like many websites, we use "cookies" to enhance your experience and gather information about visitors and visits to our websites. Please refer to the "Do we use 'cookies'?" section below for information about cookies and how we use them.

**How do we use your information?** We may use the information we collect from you when you register, purchase products, enter a contest or promotion, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways: • To personalise your site experience and to allow us to deliver the type of content and product offerings in which you are most interested • To allow us to better service you in responding to your customer service requests • To quickly process your transactions • To administer a contest, promotion, survey or other site feature • To receive our e-mail newsletter (if you have opted-in) we may send you periodic e-mails. If you would no longer like to receive promotional e-mail from us, please refer to the "How can you opt- out, remove or modify information you have provided to us?" section below. If you have not opted- in to receive email newsletters, you will not receive these e-mails. Visitors who register or participate in other site features such as marketing programs and 'members-only' content will be given a choice whether they would like to be on our e-mail list and receive e-mail communications from us.

**How do we protect visitor information?**

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server.

All Virtually sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above.

**What are "cookies" and do we use them?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items you purchase from us. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Netscape Navigator or Internet Explorer) settings. Each browser is a little different, so look at your browser Help menu to learn the correct way to modify your cookies. If you turn cookies off, you won't have access to many features that make your site experience more efficient and some of our services will not function properly. However, you can still place orders via email by contacting customer service.

**Do we disclose the information we collect to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below.

The term "outside parties" does not include PropertyPreps.co.uk. It also does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **How can you opt out, remove or modify the information you have provided to us?**

To modify your e-mail subscriptions, please let us know by modifying your preferences in an email to us. Please note that due to email production schedules, you may receive any emails already in production.

To delete all of your online account information from our database, send us an email to remove your shipping addresses, billing addresses & payment information. Please note that we may maintain information about an individual sales transaction in order to service that transaction and for record keeping.

### **Third-party links**

In an attempt to provide you with increased value, we may include third-party links on our site. These linked sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

**Changes to our policy** If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. This policy was last modified on 21/01/25.

### **Questions and feedback**

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue.

### **Online Policy Only**

This online privacy policy applies only to information collected through our website and not to information collected offline.

### **Terms and Conditions**

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website.

### **Your consent**

By using our site, you consent to our privacy policy.