

PropReportHub – Privacy Policy

PropReportHub (“we”, “our”, “us”) is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, store, and protect your data when you use our platform. We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other relevant laws.

1. Information We Collect

We may collect and process the following personal data:

- Account Information: Name, email, phone number, company, login details.
- Project Information: Project details, instructions, uploaded documents.
- Payment Information: Subscription and transaction details (processed securely via third-party providers such as Stripe).
- Technical Data: IP address, browser type, cookies, and usage analytics.

2. How We Use Your Data

We use your data to:

- Provide and manage the PropReportHub service.
- Facilitate communication between clients and consultants.
- Process payments and subscriptions.
- Maintain a secure and auditable record of instructions.
- Comply with legal and regulatory obligations.
- Improve our services through usage analytics.

3. Legal Basis for Processing

We process personal data under the following lawful bases:

- Contract: To provide services requested by you.
- Consent: Where you have agreed to marketing or optional services.
- Legal Obligation: To comply with applicable laws.
- Legitimate Interests: To improve our platform and maintain security.

4. Data Sharing

We only share data where necessary:

- With consultants/clients you engage with via the platform.
- With payment providers (e.g. Stripe) for secure transactions.
- With service providers (IT hosting, analytics, etc.) under contract.
- Where legally required (e.g. to regulators or law enforcement).

We never sell your data to third parties.

5. Data Storage & Security

- All files and communications are stored securely with encryption.
- Documents uploaded are limited to 30GB per project.
- Access is restricted to verified account holders.
- Regular monitoring and system updates protect your data.

6. Data Retention

- Personal data is retained only as long as necessary to provide our services.
- Account data is deleted within 30 days of cancellation, unless retention is required by law.
- Project documentation may be retained for compliance and audit purposes.

7. Your Rights

You have the right to:

- Access the personal data we hold about you.
- Correct or update inaccurate information.
- Request deletion of your data (subject to legal obligations).
- Restrict or object to processing.
- Data portability (request a copy in a machine-readable format).
- Withdraw consent at any time (for marketing communications).

Requests can be made by contacting info@proporeporthub.com.

8. Cookies

PropReportHub uses cookies to:

- Improve site functionality.
- Analyse usage patterns.

- Provide a better user experience.

You can manage or disable cookies via your browser settings. For more details, see our [Cookie Policy](#).

9. Contact

For questions or requests, contact: dpo@propreporthub.com