



Privacy Policy

Website and Platform Privacy Notice | Free Launch Edition

Edition	Free Launch
Version	1.0
Last updated	31 August 2026

PropReportHub | Initial Business Centre, Wilson Park, Manchester, M40 8WN
www.propreporthub.com | admin@propreporthub.com

1. About this Privacy Policy and who we are

This Privacy Policy explains how personal information is collected and used when you visit www.propreporthub.com, use the online portal at report.propreporthub.com, create an account, submit a project, create a consultant profile, communicate through the platform, contact us, or otherwise interact with PropReportHub.

PropReportHub is currently an unincorporated trading name used by its founders to operate and test the Platform. PropReportHub is not presently incorporated as a limited company. For the purposes of this Privacy Policy, "PropReportHub", "we", "us" and "our" mean the individuals jointly operating the Platform under that trading name.

The principal business contact address is Initial Business Centre, Wilson Park, Manchester, M40 8WN. Privacy enquiries and requests can be sent to admin@propreporthub.com.

We aim to handle personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (PECR) where applicable, and other relevant data-protection law.

This Privacy Policy reflects the current Free Launch model. PropReportHub does not currently require payment-card details or create paid membership subscriptions. If paid services are introduced in the future, this Privacy Policy will be reviewed and updated before new payment-related processing begins.

2. Scope of this Policy

This Policy applies to personal information processed by PropReportHub in connection with the public website, online portal, account administration, consultant and client activity, support, security, platform improvement and permitted business-to-business communications.

Consultants and clients may also process personal information independently for their own professional, contractual or business purposes. Where they do so, they are responsible for their own data-protection obligations and privacy information. PropReportHub is not responsible for a consultant's or client's independent use of personal information outside the Platform.

3. Personal information we may collect

3.1 Account and profile information

- name, email address, telephone number and login/account details;
- business or organisation name, role and contact details;
- consultant services, disciplines, geographical coverage, qualifications, memberships, insurance information and profile content;
- client account details and preferences.

3.2 Project and professional information

- project descriptions, property or site details, instructions and requirements;
- quotations, appointment information, messages and status updates;
- reports, drawings, photographs, documents and other files uploaded to the Platform;
- information included in project communications or support requests.

3.3 Verification and administration information

- information reasonably required to review a consultant profile or professional details;
- records of account approvals, changes, complaints, support queries and administrative actions;
- records needed to investigate misuse, security concerns or disputes.

3.4 Technical and usage information

- IP address, browser and device information;
- login, access and security logs;
- pages viewed, actions taken and platform usage information;
- cookie and analytics information where permitted by applicable consent requirements.

3.5 Business contact and outreach information

Where permitted by law, we may hold limited business contact information about consultants or professional firms that may be relevant to PropReportHub. This may include a business name, business email address, named business contact, role, professional discipline, geographical area, website address and the source of the information.

4. How we obtain personal information

We may obtain personal information:

- directly from you when you register, complete a profile, create a project, send a message, upload a document, submit a form or contact us;
- from another user where information is reasonably necessary for a project, invitation, quotation or appointment;
- from publicly available business sources such as company websites, professional registers, professional directories, Companies House or other legitimate business sources;
- from service providers that support hosting, security, email delivery, analytics or technical administration;
- automatically through normal website and portal use, including logs and cookies where applicable.

Where we obtain personal information from a public or third-party source, we will use it only for a lawful purpose and provide privacy information where required.

5. How and why we use personal information

The table below summarises the main purposes for which we use personal information and the lawful bases we may rely on. The appropriate lawful basis depends on the particular activity and circumstances.

Purpose	Examples of processing	Typical lawful basis
Provide and administer the Platform	Create and manage accounts, profiles, projects, invitations, quotations, communications and document access.	Contract; legitimate interests
Facilitate client-consultant connections	Match project needs with relevant consultant services and locations and support communications between users.	Contract; legitimate interests
Platform security and misuse prevention	Authentication, access logging, account checks, technical monitoring, investigation of suspicious activity and protection of users.	Legitimate interests; legal obligation where applicable
Support and complaints	Respond to enquiries, resolve technical issues, investigate complaints and maintain appropriate records.	Contract; legitimate interests; legal obligation where applicable
Professional/profile administration	Review profile details, service categories and information supplied for account approval or platform standards.	Legitimate interests; contract
Improve the Platform	Analyse usage, test features, troubleshoot and understand how the Platform is used.	Legitimate interests; consent where required for optional analytics cookies
Legal and regulatory compliance	Maintain records, respond to lawful requests, establish or defend legal claims and meet statutory obligations.	Legal obligation; legitimate interests

Purpose	Examples of processing	Typical lawful basis
Business-to-business outreach	Contact relevant professional firms or business contacts about PropReportHub where permitted by law and respect opt-outs.	Legitimate interests; consent where PECR requires it
Service communications	Send essential account, security, project, policy or operational messages.	Contract; legitimate interests; legal obligation where applicable

6. Free Launch and payment information

During the current Free Launch, PropReportHub does not charge clients or consultants a subscription fee, listing fee or commission for ordinary use of the Platform. No payment card is required for Free Launch membership and no automatic paid subscription is created.

We therefore do not currently ask users to provide payment-card details for Free Launch membership. If optional paid memberships, payment facilities or paid features are introduced later, we will explain the relevant processing and update this Privacy Policy before collecting new payment-related personal information.

7. Business-to-business communications and marketing

We may contact businesses and professional firms that appear relevant to PropReportHub using business contact details obtained from public or legitimate business sources. Where a named business contact is involved, the contact information is personal data and UK data-protection law applies.

For data-protection purposes, we may rely on legitimate interests where it is appropriate to tell relevant businesses about PropReportHub and where those interests are not overridden by the rights and interests of the individual concerned. We consider relevance, proportionality and the reasonable expectations of business contacts before using this basis.

Electronic marketing is also subject to PECR. Corporate subscribers such as limited companies and LLPs may generally receive business-to-business marketing emails without prior consent under the electronic-mail rule, but sole traders and some partnerships are treated as individual subscribers and may require consent or another valid PECR exception. Where PECR requires consent, we will not rely on this Privacy Policy as a substitute for that consent.

Every marketing communication will provide a clear way to opt out. We maintain suppression or do-not-contact records so that we can respect objections and unsubscribe requests. You have an absolute right to object to the use of your personal information for direct marketing at any time.

8. Who we share personal information with

We only share personal information where reasonably necessary for the Platform, where you ask or expect us to do so, or where the law permits or requires it. Recipients may include:

- clients and consultants involved in a relevant project, quotation, invitation or appointment;
- IT hosting, cloud, email, website, portal, backup, analytics, security and technical-support providers acting on our instructions or under appropriate contractual arrangements;
- professional advisers such as legal, accounting, insurance or compliance advisers where reasonably necessary;
- regulators, courts, law-enforcement bodies or public authorities where disclosure is legally required or reasonably necessary to protect rights, users or the Platform;
- a purchaser, investor, successor or professional adviser involved in a genuine restructuring, transfer or proposed transfer of the Platform, subject to appropriate confidentiality and data-protection safeguards.

We do not sell personal information to advertisers or data brokers.

9. International transfers

Some technology or service providers may process information outside the United Kingdom. Where a transfer of personal information is restricted by UK data-protection law, we will use an appropriate lawful transfer mechanism, such as UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to approved contractual clauses, or another permitted safeguard, as applicable.

Further information about relevant safeguards can be requested using the contact details in section 18.

10. Security

We use technical and organisational measures intended to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. Measures may include access controls, account authentication, backups, system updates, restricted administrator access and security-related logging or monitoring where appropriate to the current Platform configuration.

No online service can guarantee absolute security. Users are responsible for keeping login credentials confidential, using appropriate passwords, controlling access to their own devices and avoiding unnecessary sensitive information in uploads or messages.

11. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, taking account of legal, contractual, security, dispute, audit and operational requirements. Retention may vary according to the type of information and the circumstances.

Information	Typical retention approach
Account and profile information	Generally retained while the account is active and for a reasonable period after closure where needed for security, support, legal claims, audit or compliance.
Project and platform records	Retained for as long as reasonably necessary to operate the Platform, maintain an appropriate audit trail, address disputes or legal claims, and meet applicable legal or professional record requirements.
Support and complaint records	Retained for a period appropriate to the nature of the enquiry or complaint and any related legal, insurance or regulatory need.
Technical and security logs	Retained for a period proportionate to security, troubleshooting, fraud prevention and system administration requirements.
Business outreach records	Prospect/contact data is reviewed periodically and removed or updated where no longer relevant. Minimal suppression information may be kept for as long as reasonably necessary to respect an opt-out or objection.
Backups	Information may remain in protected backup copies for a limited additional period before being overwritten or deleted in the normal backup cycle.

12. Your data-protection rights

Depending on the circumstances and lawful basis, you may have rights including:

- the right to be informed about how your personal information is used;
- the right to request access to personal information we hold about you;
- the right to request correction of inaccurate or incomplete information;
- the right to request erasure in certain circumstances;
- the right to request restriction of processing in certain circumstances;
- the right to data portability where the legal conditions apply;
- the right to object to processing based on legitimate interests;
- the right to withdraw consent at any time where processing is based on consent, without affecting earlier lawful processing;
- the absolute right to object at any time to the use of your personal information for direct marketing.

To exercise a right, contact admin@propreporthub.com. We may need to verify your identity before acting on a request. Rights are subject to legal conditions and exemptions, so not every right applies in every situation.

13. Automated decision-making and profiling

PropReportHub does not currently use solely automated decision-making that produces legal effects or similarly significant effects on users. Search, matching, filtering or administrative tools may assist users or administrators, but important decisions are not intended to be made solely by automated processing without appropriate human involvement.

14. Children

The Platform is intended for adults and business or professional users. Registered users must be at least 18 years old. PropReportHub is not intended to collect personal information directly from children.

15. Cookies and similar technologies

The public website and portal may use essential cookies and, where permitted, optional analytics or similar technologies. Optional cookies will be handled in accordance with applicable consent requirements. Please see the separate Cookie Policy for further information and available choices.

16. Third-party websites and services

The Platform may contain links to third-party websites or services. Their privacy practices are controlled by those third parties, not by PropReportHub. Users should review the relevant third-party privacy information before providing personal information to them.

17. Changes to this Privacy Policy

We may update this Privacy Policy to reflect changes in law, the Platform, our suppliers, security arrangements or the way we use personal information. The current version will be published on the website with an updated version/date. Material changes will be brought to registered users' attention by email, dashboard notice or another reasonable method where appropriate.

If we plan to use personal information for a materially new purpose that is not compatible with the purpose for which it was originally collected, we will provide appropriate privacy information before the new processing begins and obtain consent where required.

18. Contact and complaints

For privacy questions, requests or concerns, please contact:

Trading name	PropReportHub
Address	Initial Business Centre, Wilson Park, Manchester, M40 8WN
Email	admin@propreporthub.com
Website	www.propreporthub.com

If you are unhappy with how we have handled your personal information, please contact us first so that we have an opportunity to address the issue. You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection.

Information Commissioner's Office: www.ico.org.uk