

Privacy Policy

For Jenya Property Trading Ltd., Aberdeen, Scotland, UK

At **Jenya Property Trading Ltd.**, we are committed to protecting the privacy and security of your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information in accordance with the UK General Data Protection Regulation (“**UK GDPR**”), the Data Protection Act 2018, and other applicable privacy laws.

1. Information We Collect

We collect and process the following types of personal data when you use our website and property management services:

- Contact information (name, address, email, phone number)
- Payment information (including payment card details processed via Stripe)
- Tenancy details for short term rentals (STR) and long-term rentals (LTR) (property address, tenancy dates, rental agreements)
- Property management (maintenance schedules, contractor details, and rental agreements related to property management and upkeep).
- Communication records (emails, messages, correspondence)
- Website usage data (IP address, browser type, access times, cookies)

2. How We Use Your Information

We use your personal data for the following purposes:

- To manage your tenancy and provide property management / maintenance services
- To process and collect payments securely through Stripe
- To communicate with you regarding your tenancy or queries
- To comply with legal obligations and resolve disputes
- To improve our website and services

3. Legal Basis for Processing

We process your personal data based on one or more of the following lawful grounds:

- Performance of a contract (e.g., tenancy agreement)
- Compliance with a legal obligation
- Legitimate interests (e.g., managing our business and services)
- Your consent (where required)

4. Payments and Third-Party Services

We use Stripe, a third-party payment processor, to securely collect and process payment information. Stripe may process your payment data in accordance with their own privacy policy. We do not store your full payment card details on our servers. For more information, please visit Stripe’s Privacy Policy: <https://stripe.com/gb/privacy>

5. Data Sharing and Transfers

We may share your personal data with trusted service providers (such as Stripe), professional advisors, or government authorities as required by law. We do not sell your personal data. Where data is transferred outside the UK, we ensure appropriate safeguards are in place.

6. Data Retention

We retain your personal data only as long as necessary to fulfil the purposes outlined in this policy and to comply with legal and regulatory requirements. When no longer needed, your data will be securely deleted or anonymized.

7. Your Rights

Under the UK GDPR, you have rights including:

- Access to your personal data
- Rectification of inaccurate or incomplete data
- Erasure (“right to be forgotten”)
- Restriction or objection to processing
- Data portability
- The right to withdraw consent at any time (where applicable)
- The right to lodge a complaint with the UK Information Commissioner’s Office (ICO)

To exercise your rights, please contact us: michael@jenyaproperties.com.

8. Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse. Our website uses secure connections, and we work with reputable service providers such as Stripe to ensure payment data is handled safely.

9. Cookies

Our website uses cookies to enhance user experience and analyse website traffic. You can manage your cookie preferences in your browser settings. For more information, see our Cookie Policy.

10. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on our website.

11. Contact Us

If you have any questions or concerns regarding this Privacy Policy or your personal data, please contact us at:

Jenya Property Trading Ltd.

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