Privacy Policy

Last updated: July 2026

1. Introduction

ANTRA PROPERTY SOLUTIONS LTD ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, contact us, or make a booking. We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data (Use and Access) Act.

2. Who We Are

ANTRA PROPERTY SOLUTIONS LTD

- **Business Address:** c/o Noble One Accountants, 114 Ripplewaters, St. Mary's Island, Chatham, Kent, England, ME4 3AY
- **Email:** info@antra-property.co.uk
- **ICO Registration Number:** C1887768

For the purposes of data protection law, ANTRA PROPERTY SOLUTIONS LTD is the **Data Controller** of your personal information.

3. Information We Collect

Information You Provide:

When you contact us or make a booking, we may collect:

- Name
- Email address and telephone number
- Property enquiry and booking details
- Any other information you choose to provide

> **Please note regarding payments:** We do not directly collect, process, or store payment card information. All payments are handled directly by our third-party booking platform and their secure payment gateways. We only receive confirmation of your booking and payment status.

Information Collected Automatically:

When you use our website, we may collect basic technical data:

- IP address

- Browser type and version
- Device information
- Pages visited, date, and time of visits

4. How We Use Your Information & Our Lawful Basis

We will only process your personal data where we have a valid lawful basis to do so under UK data protection law.

Purpose of Processing	Data Used	Lawful Basis
Facilitating bookings and viewings	Name, Email, Phone, Booking details, Payment confirmation status	**Contract** (necessary to fulfill our booking agreement with you)
Responding to general enquiries	Name, Email, Phone, Enquiry details	**Legitimate Interests** (to communicate with you and run our business)
Financial accounting and record-keeping	Booking and transaction receipt records	**Legal Obligation** (to comply with HMRC tax requirements)
Sending marketing updates	Name, Email	**Consent** (which you can withdraw at any time)
Running our website securely	IP address, Device info	**Legitimate Interests** (to ensure our website functions safely)

5. Sharing Your Information

We do not sell your personal information. We may share your information with trusted third parties who support our business operations. These third parties act as our **Data Processors**; they are legally bound to protect your information and may only use it for the specific purposes we dictate.

We may share data with:

- **Website hosting providers** (e.g., Vercel)
- **Booking and property management platforms** (e.g., Uplisting)
- **Professional advisers** (e.g., accountants, legal counsel)
- **Legal or regulatory authorities** where required by law

6. Website Hosting, Booking & Payments

To provide a secure and seamless experience, we use specialized third-party services:

- **Vercel:** Hosts our website and processes technical data (like IP addresses) to ensure website security.
- **Uplisting & Payment Gateways:** Uplisting powers our property management and reservation system. When you make a booking, your payment is taken directly and securely by Uplisting and their integrated, PCI-compliant payment gateways (such as Stripe). **ANTRA PROPERTY SOLUTIONS LTD does not process, view, or store your credit or debit card information.**

7. International Data Transfers

Because we use modern web platforms (like Vercel and Uplisting), your personal data may be transferred to, and processed on, servers located outside of the United Kingdom (such as in the United States or the European Economic Area).

Whenever we transfer your personal data outside the UK, we ensure it receives a similar degree of protection by relying on approved data transfer mechanisms, such as the UK Extension to the EU-US Data Privacy Framework (the "Data Bridge") or the ICO's International Data Transfer Agreement (IDTA).

8. Data Retention

We retain personal information only for as long as necessary:

- **Booking and financial records:** Retained for **6 years** to comply with UK tax and accounting laws (HMRC).
- **General enquiries:** If an enquiry does not result in a booking, your details will be securely deleted after **12 months**.
- **Marketing data:** Retained until you withdraw your consent or unsubscribe.

9. Data Security

We take appropriate technical and organisational measures to safeguard your personal information against loss, misuse, unauthorised access, disclosure, alteration, or destruction. However, please note that no internet transmission or storage system can be guaranteed to be 100% secure.

10. Your Rights

Under UK data protection law, you have the right to:

- **Request access** to your personal information.
- **Request correction** of inaccurate information.
- **Request deletion** of your information (the "right to be forgotten").

- **Request restriction** of processing.
- **Object** to processing (especially for direct marketing).
- **Request data portability**.
- **Withdraw consent** at any time, where processing is based on consent.

Exercising your rights is free of charge. We will respond to all legitimate requests within **one calendar month**. To exercise any of these rights, please contact us using the details in Section 2.

11. Cookies

Our website is designed to respect your privacy and uses a very limited number of cookies. We only use "strictly necessary" (essential) cookies, which are required for our website and booking integrations to function securely and correctly. Because we do not use any non-essential cookies (such as tracking, analytics, or marketing cookies), we do not require a cookie consent banner.

12. Complaints

If you believe we have mishandled your personal data, you have a statutory right to raise a formal data protection complaint with us directly.

- **How to complain:** You can submit a complaint to us at any time by emailing or writing to us using the contact details provided in Section 2.
- **Our process:** We will formally acknowledge receipt of your complaint within **30 days**. We will then investigate your concerns and communicate the outcome of our investigation to you without undue delay.

If you remain dissatisfied with our response or how we have handled your complaint, you have the right to escalate the matter to the Information Commissioner's Office (ICO):

Information Commissioner's Office (ICO)
Website: https://www.ico.org.uk
Helpline: 0303 123 1113

13. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page with an updated revision date.

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