

THE LEASE TRANSLATOR LTD

Privacy Policy

How we collect, use and handle personal information and uploaded documents.

Last updated: May 2026

1. Who We Are

The Lease Translator Ltd provides residential leasehold information services.

For the purposes of UK data protection law, The Lease Translator Ltd is the controller of personal information provided through this website, enquiry forms, document upload forms, email correspondence and service instructions.

Contact: hello@theleasetranslator.co.uk

2. Purpose of this Privacy Policy

This Privacy Policy explains how we collect, use, store and handle personal information and uploaded documents.

It applies when you use our website, submit an enquiry, upload documents, request a report, communicate with us or purchase services from us.

3. Information We May Collect

We may collect and use the following categories of information:

- name and contact details, including email address and phone number;
- property address, development name or transaction information;
- information provided in enquiry forms or email correspondence;
- lease documents, plans, transfers, headleases, service charge documents, correspondence and other materials uploaded or sent to us;
- payment and billing information, where relevant;
- website usage information, cookies and analytics data where enabled;
- any other information voluntarily supplied in connection with an enquiry or service instruction.

Clients should avoid sending unnecessary sensitive personal information unless it is relevant to the agreed service.

4. How We Use Information

We use personal information and uploaded documents to:

- review enquiries and assess suitability for the requested service;
 - confirm scope, pricing and delivery arrangements;
 - prepare reports, responses and supporting materials;
 - communicate with clients about enquiries, services and delivery;
 - process payments and maintain business records;
 - manage client relationships and service quality;
 - comply with legal, accounting, insurance and regulatory obligations;
 - improve website functionality and service presentation where analytics are used.
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5. Lawful Bases for Processing

We process personal information under one or more lawful bases, depending on the circumstances.

These may include:

- contract, where processing is necessary to provide or prepare services requested by the client;
- legitimate interests, where processing is necessary for service administration, communication, record keeping, business operations or website management;
- legal obligation, where processing is necessary to comply with tax, accounting, legal, insurance or regulatory requirements;
- consent, where a person has opted in to receive marketing updates or where consent is otherwise required.

Marketing consent can be withdrawn at any time.

6. Document Uploads and Lease Materials

Uploaded documents may contain personal information about clients, leaseholders, landlords, managing agents, developers, professional advisers or other parties.

Documents are used only for the purposes of assessing the enquiry, confirming scope and delivering the agreed service.

We do not use uploaded lease documents to provide services to unrelated clients without permission.

Where documents relate to more than one property, unit, block or transaction, the intended scope of use must be disclosed at the point of submission.

7. Sharing Information

We do not sell personal information.

Information may be shared only where necessary for service delivery, business administration, legal compliance or where authorised by the client.

This may include sharing information with:

- website hosting and form providers, including Wix where applicable;
 - email, cloud storage, document processing and business administration providers;
 - payment processors;
 - professional advisers, insurers, accountants or legal advisers where necessary for business administration or compliance;
 - law enforcement, regulators or public authorities where required by law.
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8. Storage and Security

Documents and personal information are stored using appropriate digital systems and handled confidentially.

Reasonable organisational and technical measures are used to protect information against unauthorised access, loss, misuse or disclosure.

No online transmission or storage system can be guaranteed to be completely secure.

9. Retention

Personal information and documents are retained only for as long as reasonably necessary for the purposes for which they were collected.

Retention periods may vary depending on the nature of the enquiry, whether services were provided, accounting requirements, insurance requirements, legal requirements and internal governance needs.

Clients may request deletion of documents, subject to any legal, accounting, insurance or legitimate business reason for retention.

10. Marketing Communications

Marketing emails or service updates will only be sent where a person has opted in or where another lawful basis applies.

People can unsubscribe or withdraw marketing consent at any time.

Service-related emails, such as messages about an enquiry, scope, payment or report delivery, are not marketing communications.

11. Cookies and Website Analytics

The website may use cookies or similar technologies to operate the website, support forms, improve performance and understand website usage.

Where non-essential cookies or analytics tools are used, further information will be provided through the Cookie Policy or cookie settings where available.

12. International Transfers

Some service providers may process or store information outside the United Kingdom.

Where this occurs, appropriate safeguards will be used where required by applicable data protection law.

13. Your Rights

Depending on the circumstances, individuals may have rights under UK data protection law, including the right to:

- request access to personal information;

- request correction of inaccurate information;
- request deletion of information;
- request restriction of processing;
- object to processing;
- request data portability where applicable;
- withdraw consent where processing is based on consent.

Rights requests can be made by contacting hello@theleasetranslator.co.uk.

14. Complaints

Anyone with concerns about how personal information is handled can contact The Lease Translator Ltd using the contact details above.

Individuals also have the right to complain to the Information Commissioner's Office, the UK data protection regulator. Website: ico.org.uk

15. Updates to this Policy

This Privacy Policy may be updated periodically.

The version published on the website will apply from the date shown unless otherwise stated.

Last updated: May 2026.

