

PRIVACY POLICY

(Updated September 2026)

FraserCRE Limited (trading as Fraser Real Estate) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store and protect personal data when you use our website, contact us or otherwise interact with us.

This notice is intended to meet our transparency obligations under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Where the Privacy and Electronic Communications Regulations 2003 (PECR) apply, for example to certain cookies or electronic marketing, we will also comply with those requirements.

1. Who We Are

FraserCRE Limited, trading as Fraser Real Estate ("Fraser Real Estate", "we", "us" or "our"), is a company registered in England and Wales under company number 02842090.
Registered office: 32-33 Cowcross Street, London, EC1M 6DF.

For the purposes of applicable data protection law, FraserCRE Limited is the controller of personal data described in this policy, unless stated otherwise.

2. What This Policy Covers

This Privacy Policy applies to personal data processed through our website and to personal data you provide when you contact or correspond with Fraser Real Estate. Our website may contain links to third-party websites. We do not control those websites and recommend that you read their privacy notices before providing personal data to them.

3. What Is Personal Data?

Personal data is information relating to an identified or identifiable living individual. It can include obvious information such as a name, email address or telephone number, as well as identifiers and technical information that can identify or be linked to an individual.

4. Personal Data We May Collect

Depending on how you interact with us, we may collect:

- Identity and contact information, such as your name, job title, organisation, email address, telephone number and postal address.
- Information you provide in correspondence, enquiries, instructions or other communications with us.
- Business and professional information relevant to our relationship with you.
- Technical and usage information generated through our website, hosting, security or analytics services, where these services are used. This may include IP address, device or browser information and website usage data.
- Any other personal data you choose to provide to us.

Please do not provide special category personal data or criminal offence data unless it is necessary and appropriate for the matter concerned. Where we process such information, we will only do so where permitted by law.

5. How We Collect Personal Data

We may collect personal data directly from you when you contact us, correspond with us or provide information in connection with our services. We may also receive personal data from clients, prospective clients, professional advisers, suppliers, publicly available sources and other third parties where this is lawful and relevant to our business.

6. How We Use Personal Data and Our Lawful Bases

We will only use personal data where we have a lawful basis. Depending on the circumstances, we may process personal data:

- To respond to enquiries and communicate with you.
- To take steps at your request before entering into a contract, or to perform a contract.
- For our legitimate interests, or those of a third party, where those interests are not overridden by your rights and interests. This may include operating and improving our business, maintaining client and business relationships, protecting our systems and establishing or defending legal claims.
- To comply with legal and regulatory obligations.
- Where you have given consent and consent is the appropriate lawful basis. You may withdraw consent at any time, although this will not affect processing carried out before withdrawal.

We will not use personal data for a new purpose that is incompatible with the purpose for which it was collected unless permitted or required by law.

7. Cookies and Similar Technologies

Our website may use cookies or similar storage and access technologies. Some may be necessary for the website to operate; others may be used for analytics, preferences or other optional features. Where PECR requires consent, we will ask for consent before using non-essential technologies.

8. Sharing Personal Data

We may share personal data where reasonably necessary with service providers and professional advisers who support our business, including providers of website hosting, IT, communications, cloud storage and security services. We may also disclose personal data where required by law, regulation, court order or a competent authority, or where necessary to establish, exercise or defend legal rights.

Where a third party processes personal data on our behalf, we expect appropriate contractual and security safeguards to be in place. We do not sell personal data.

9. International Transfers

Some suppliers or systems may process personal data outside the United Kingdom. Where this involves a restricted transfer under the UK GDPR, we will ensure that an appropriate transfer mechanism is used, such as UK adequacy regulations, appropriate safeguards or another lawful exception, as applicable. We will also comply with our other UK GDPR obligations relating to international transfers.

10. Data Security

We take appropriate technical and organisational measures designed to protect personal data against accidental or unlawful loss, destruction, alteration, unauthorised disclosure or access. Access to personal data is limited to people and service providers who have a legitimate need to use it.

11. How Long We Keep Personal Data

We keep personal data only for as long as reasonably necessary for the purpose for which it was collected, including to meet legal, regulatory, accounting, tax, contractual or reporting requirements and to establish or defend legal claims. Retention periods vary according to the type of information and the reason it is held. When personal data is no longer required, we will delete it or anonymise it where appropriate.

12. Your Data Protection Rights

Depending on the circumstances, UK data protection law gives you rights including:

- The right to be informed about how your personal data is used.
- The right to request access to your personal data.
- The right to ask us to correct inaccurate or incomplete personal data.
- The right to request erasure of personal data in certain circumstances.
- The right to request restriction of processing in certain circumstances.
- The right to object to processing in certain circumstances, including an absolute right to object to direct marketing.
- The right to data portability in certain circumstances.
- Rights relating to decisions based solely on automated processing where the law applies.

- The right to withdraw consent at any time where we rely on consent.

These rights are not absolute and may be subject to legal conditions and exemptions. We may need to verify your identity before responding to a request.

13. Accessing Your Personal Data

You may ask for access to personal data we hold about you. There is normally no fee for making a subject access request. We will respond within the period required by applicable law. In certain circumstances, the law allows us to extend the response period or charge a reasonable fee, and we will explain this where it applies.

14. Complaints

If you have concerns about how we use your personal data, please contact us first so that we can try to resolve the matter. You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection. Current contact information and guidance are available from the ICO website at ico.org.uk.

15. Contact Us

For questions about this Privacy Policy, to exercise your data protection rights, or to make a subject access request, please contact:

For the attention of: Cheryl Warren

Email: Cheryl.warren@fraserrealestate.co.uk

Telephone: 020 7440 7520

Postal address: 32-33 Cowcross Street, London, EC1M 6DF

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in law, regulatory guidance, our business or the way we use personal data. The latest version will be published on our website and the date at the top of this policy will be updated. We recommend checking this page periodically.