



Privacy Policy

LAST UPDATED: 16.10.2025

This Privacy Policy explains how Towndoor Ltd collects, uses, stores, and protects personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

WHO WE ARE

Towndoor Ltd is a commercial property landlord and developer based in Meltham, near Holmfirth in West Yorkshire.

Operator: Towndoor Limited

Company Registration Number: 2249938

Registered Office: Estate Office, Gate 7, Meltham Mills Ind Estate, Meltham, Holmfirth HD9 4AR

Telephone: 01484 850015

Email: enquiries@towndoor.co.uk

Website: www.towndoor.co.uk

SCOPE OF THIS POLICY

This policy applies to all individuals whose data we collect, including tenants, contractors, suppliers, website visitors, and anyone contacting Towndoor. It explains what data we collect, the purposes for processing, how we store it, and your legal rights.

PERSONAL DATA WE COLLECT

We may process the following categories of personal data:

- **Identity & Contact Data:** name, business name, address, email address, phone number.
- **Tenancy & Contractual Data:** lease details, payment records, maintenance requests, contractor details.
- **Financial Data:** invoicing, payment and transaction records (processed securely via Xero).
- **Technical Data:** IP address (automatically collected), browser type, device identifiers, cookies, and usage logs.
- **Communications Data:** emails, forms, correspondence, and meeting records.
- **CCTV Footage:** for site safety and security.
- **Marketing Preferences:** opt-in status and communication records.
- **Chatbots:** Any information you provide when interacting with our services or chat features (including those powered by AI tools).

HOW WE USE YOUR INFORMATION

We may use your information to:

- Manage tenancies, leases, and maintenance requests.
- Communicate with tenants, suppliers, and contractors.
- Administer invoices, statements, and financial records.
- Respond to enquiries and provide information.
- Improve our services and website performance.
- Ensure site safety, compliance, and security.
- Conduct internal reporting and efficiency analysis.

We do not sell, rent, or trade personal information.

LAWFUL BASES FOR PROCESSING

We rely on the following lawful bases under the UK GDPR:

- **Contractual Necessity:** to manage leases, contractor agreements, and service delivery.
- **Legal Obligation:** to meet accounting, tax, and regulatory duties.
- **Legitimate Interests:** to operate efficiently, manage our estates, and maintain secure facilities.
- **Consent:** for marketing communications and optional cookies.

SHARING YOUR INFORMATION

We may share personal data only when necessary and with trusted parties:

- Professional advisers (accountants, solicitors, insurers).
- Approved contractors carrying out maintenance or safety work.
- Cloud software providers acting as data processors.
- Law-enforcement or regulatory authorities when required by law.

All third parties are contractually bound to handle data securely and lawfully.

MARKETING COMMUNICATIONS

If you have opted in to receive marketing from us, we may send you information and news via email or text message.

- We use Mailchimp to manage and send marketing emails.
- You may withdraw consent or unsubscribe at any point by clicking the 'unsubscribe' link in our emails or by contacting us directly at enquiries@towndoor.co.uk.

USE OF ARTIFICIAL INTELLIGENCE (AI)

Towndoor uses limited, low-risk AI tools to support internal operations and communication.

How AI is Used

- To assist with document drafting, summarising non-personal data, or internal reporting.
- For analysing anonymised operational data (e.g. maintenance logs or project outcomes).
- To enhance spam filtering, email organisation, and workflow automation.

What AI Does Not Do

- We do not use AI for automated decisions affecting individuals' rights or tenancy status.
- We do not train AI systems on tenant or customer personal data.
- We do not share data with AI vendors unless anonymised or explicitly permitted.

Safeguards

- All AI use follows ICO guidance on fairness, transparency, and accountability.
- Data-protection impact assessments (DPIAs) are carried out where AI interacts with personal data.
- Human oversight is maintained for all business-critical decisions.

DATA RETENTION

Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.

Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

HOW WE PROTECT YOUR DATA

We apply technical and organisational security measures including:

- Encrypted storage and secure servers.
- Controlled user access and authentication.
- Regular updates and system monitoring.
- Staff awareness and confidentiality agreements.

While no system is completely secure, we take all reasonable steps to prevent unauthorised access or misuse.

CCTV MONITORING

CCTV operates around our estates for safety, crime prevention, and asset protection. Footage is securely stored, restricted to authorised staff, and deleted after 30 days unless required for a specific incident or legal reason.

YOUR RIGHTS

Under UK GDPR, you have the following rights regarding your personal data:

- Access: request a copy of the data we hold about you.
- Correction: update inaccurate or incomplete information.
- Erasure: request deletion where appropriate.
- Restriction: limit processing of your data.
- Objection: object to marketing or certain processing.
- Data Portability: request your data in a portable format.
- Withdraw Consent: for any consent-based processing.

To exercise your rights, email enquiries@towndoor.co.uk.

You also have the right to complain to the Information Commissioner's Office (ICO) – www.ico.org.uk.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites.

Towndoor has no control over those sites and is not responsible for their content or privacy practices. We encourage you to read the privacy policy of any website you visit.

CHANGE OF BUSINESS OWNERSHIP AND CONTROL

- Towndoor Ltd may expand or restructure its business.
- Where control of any part of the business is transferred, relevant data may be transferred along with it, under the same privacy safeguards and purposes described in this policy.
- Any new owner will be bound by the same commitments to protect your privacy.

GENERAL

- You may not transfer any of your rights under this privacy policy to any other person.
- We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
- If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.
- Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
- This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

COMPLAINTS

If you have concerns about our handling of your personal data, please contact us via enquiries@towndoor.co.uk.

We aim to respond within 30 days.

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): www.ico.org.uk

UPDATES & FUTURE CHANGES

Data protection, AI regulation, and guidance are evolving, therefore we may update this policy from time to time.

We will post updates and changes on our website.