

# Privacy Policy

This privacy notice sets out how **Q Investments International Ltd** collects, processes, and stores personal data. Please read this notice carefully to understand how we use your data and your rights regarding your personal information.

## 1. Data Controller Information

The Data Controller is **Q Investments International Ltd**, a company registered in England and Wales (Company No: **12989456**).

- **Registered Office:** 112 Gloucester Place, London, W1U 6HX.
- **ICO Registration:** We are registered with the Information Commissioner's Office (ICO) under registration reference **ZB264662**.

## 2. What Data We Collect

We may collect the following personal information:

- **Identity Data:** Name and contact details, including telephone number, email, and postal address.
- **Technical Data:** Usage information about your visits to our website, including IP addresses and device technology.
- **Financial Data:** Bank details where we are taking payment for a service.
- **Marketing Data:** Details about your areas of interest for property marketing.
- **Communications:** A record of email correspondence and recordings of telephone enquiries.

## 3. Google Consent Mode v2 & Cookies

To comply with UK GDPR and the Digital Markets Act (DMA), we use **Google Consent Mode v2**. This technology adjusts how Google services (Ads and Analytics) process your data based on your specific consent.

- **ad\_user\_data:** Controls whether personal data is sent to Google for advertising purposes.
- **ad\_personalization:** Controls whether your data can be used for personalized ads and remarketing.
- **analytics\_storage:** Determines if cookies are used to measure site performance.
- **Consent Modeling:** If you deny consent, Google uses anonymous "cookieless pings" to estimate performance without identifying you personally.

## 4. Why We Collect Data

We collect personal data for the following purposes:

- To fulfill our property service obligations to you.
- To comply with statutory and regulatory obligations, including identity verification and anti-money laundering (AML) checks.
- To communicate with you and monitor customer service levels.
- To provide relevant marketing based on your indicated interests.

## 5. Call Recording

We record incoming and outbound calls to our office to protect the interests of our clients and personnel. We collect the recording and your telephone number to assist in monitoring service levels and resolving complaints.

## 6. Your Rights

Under the UK GDPR, you have the right to:

- Request a copy of the personal information we hold about you.
- Update or correct inaccurate personal information.
- Request that your personal information be erased.
- **Withdraw Consent:** You can change your cookie preferences at any time via the "Cookie Settings" link in our website footer.

## 7. Contact Us

If you have any questions about this privacy notice or the way we process your personal data, please contact us at [admin@qinvestments.london](mailto:admin@qinvestments.london).