

## Our Terms of Service (Data Collection)

### What Data Do We Collect?

At Ace Developers we collect the following data from both investors and vendors.

#### Investors:

Basic Personal Details: **(first name, last name, email address, contact number)**

Enhanced Personal Details: **(Proof of Address, Proof of ID, source of funds)**. The enhanced checks are carried out for anti-money laundering purposes governed by HMRC. These checks will only be carried out if you proceed to purchase a packaged deal from us.

#### Vendors:

Basic Personal Details: **(full name, email address, contact number, postcode, address of the property)**

Enhanced Personal Details: **(Proof of Address, Proof of ID)**. The enhanced checks are carried out for anti-money laundering purposes governed by HMRC. These checks will only be carried out if you allow us to work on your behalf to sell your property.

### How Is Your Data Collected and Stored?

Any data collected by Ace Developers is kept in-house and is only shared with our child company Ace Deal Packaging, which is operated and regulated by us and registered with the ICO. Your data will not be shared with any third parties without your written consent.

#### Investors:

Data is collected from the investors' subscription form on our website. This is then stored in our secure cloud-based customer relationship management tool (CRM). This data is also added to our email marketing tool.

#### Vendors:

Data is collected from the valuation form on our website. This is then stored in our secure cloud-based customer relationship management tool (CRM).



## How Will We Use Your Data?

### Investors

Ace Developers will use your data to keep you up to date with our services, as well as issue you with potential deals that are specific to your requirements.

If you decide to work with us, we will also use your data for correspondence, pipeline updates, and verification checks.

### Vendors

Ace Developers will use your data to process your valuation. If you decide to work with us, we will also use your data for correspondence, pipeline updates, and verification checks

## Data Protection

In line with the Data Protection Act and GDPR 2018

You have the right to request that Ace Developers remove your data from their CRM or to restrict any further process. You are not obliged to give us a reason for your request. As an investor, you have the right to unsubscribe or request not to be sent any marketing material. If you have any further queries or questions about data handling, please email [data@acedevelopersltd.co.uk](mailto:data@acedevelopersltd.co.uk).

## Serious Concerns or Complaints

At Ace Developers we take concerns or complaints very seriously. If you are unhappy with our service or you feel your data is being misused or misrepresented, then please log a complaint with our complaints team: [complaints@acedevelopersltd.co.uk](mailto:complaints@acedevelopersltd.co.uk). If you are still unsatisfied, then you may contact the information commissioner's office, where they will escalate it further.

