

PRIVACY POLICY

Lenval Group

01 INFORMATION COLLECTION AND USE

Lenval Group (“we,” “us,” or “our”) operates the website <https://lenvalgroup.com> and the related property services (the “Service”). This Privacy Policy informs you about our policies on collecting, using, and disclosing Personal Information when you use our Service. By using our Service, you agree to the collection and use of information as outlined in this Privacy Policy.

For a better experience on our Service, we may require you to provide us with certain personally identifiable information, including but not limited to your name, email address, phone number, postal address, and details of the property you are interested in buying, selling, or renting. The information we collect will be used to contact or identify you, to respond to your enquiries, and to improve our Service. We do not share or disclose your information except as described in this policy.

02 PROPERTY ENQUIRIES AND VIEWING REQUESTS

When you submit an enquiry form, request a property viewing, subscribe to listing updates, or book a consultation with one of our agents, we collect the information you provide in that form together with your enquiry history. We use this information to:

- respond to your request and arrange viewings or consultations;
- match your requirements with available properties in our portfolio;
- maintain a record of our communications with you;
- meet applicable record-keeping obligations related to property transactions.

03 LOG DATA

Whenever you visit our Service, we collect Log Data that may include your device’s IP address, browser type and version, pages of our Service visited, time and date of your visit, time spent on those pages, and other statistics.

04 SERVICE PROVIDERS

We may employ third-party companies and individuals for the following:

- To facilitate our Service;
- To provide the Service on our behalf;
- To perform Service-related services (for example, hosting, email delivery, CRM, or analytics);
- To assist us in analysing how our Service is used.

These third parties have access to your Personal Information only to perform tasks on our behalf and are obligated not to disclose or use the information for any other purpose.

05 SECURITY

We value your trust in providing us with your Personal Information and strive to use commercially acceptable means of protecting it. However, no method of transmission over the internet and no method

of electronic storage is 100% secure, and we cannot guarantee absolute security.

06 DATA RETENTION AND YOUR RIGHTS

We retain your Personal Information only for as long as is necessary for the purposes set out in this Privacy Policy, or as required by applicable law. You may request access to, correction of, or deletion of the Personal Information we hold about you, and you may object to or restrict certain processing. To make such a request, please contact us using the details below. We will respond within the timeframe required by applicable law.

07 MARKETING COMMUNICATIONS

If you have consented to receive property updates, newsletters, or marketing communications from us, you may withdraw that consent at any time by using the unsubscribe link included in each message or by contacting us directly. Withdrawing consent does not affect communications that are necessary to respond to an active enquiry or transaction.

08 LINKS TO OTHER SITES

Our Service may contain links to other websites, including listing portals, mortgage providers, and partner agencies. We advise reviewing the Privacy Policy of these external sites, as we have no control over their content, privacy policies, or practices.

09 COOKIES

Our website uses "cookies" to collect information and improve our Service. You can choose to accept or refuse these cookies, and you may instruct your browser to refuse all cookies. Refusing cookies may affect your ability to use some portions of our Service.

10 CHILDREN'S PRIVACY

Our Service does not address anyone under the age of 13. We do not knowingly collect personal information from children under 13. If we discover that a child under 13 has provided us with personal information, we will promptly delete it. If you are a parent or guardian and are aware that your child has provided us with personal information, please contact us.

11 CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. Any changes will be posted on this page. We advise you to review this page periodically for any changes.

12 CONTACT US

If you have any questions or suggestions about our Privacy Policy, please contact us at:

Lenval Group

Email: info@lenvalgroup.com

Website: <https://lenvalgroup.com>