

1. Overview

Prop Store Limited, The Propstore of London, Inc., and their affiliates (collectively referred to as "**Propstore**", "**we**", "**us**", or "**our**") are strongly committed to protecting the privacy of your personal information when you interact with the Propstore websites ("**Sites**") or use our services ("**Services**"). This privacy notice ("**Privacy Notice**") describes the types of information we may gather from your use of the Sites or Services; why we gather your information; how we use your personal information; when we might disclose your personal information to others; and how you can manage your personal information. We also include specific disclosures for residents of the European Economic Area, UK, and Switzerland, as well as California.

The relevant Propstore contracting entity and data controller of your personal data depends on where you are located:

Location	Data Controller
USA	The Propstore of London, Inc. , registered in California.
UK/EU/Switzerland	Prop Store Limited , registered in England and Wales with data protection (ICO) registration number ZA453674.

We have appointed IT Governance Europe Limited to function as our EU representative. If you wish to exercise your rights under the EU General Data Protection Regulation (EU GDPR) or have any queries in relation to your rights or general privacy matters, please email our Representative at eurep@itgovernance.eu.

Please ensure to include our company name in any correspondence you send to our Representative

Please see the 'YOUR PRIVACY RIGHTS – United States' section of this Privacy Policy for details about the data protection laws which apply to our Site and Services, and your rights which apply to you if you are based in the United States.

Please see 'YOUR PRIVACY RIGHTS – UNITED KINGDOM (AND GIBRALTAR), EUROPEAN UNION, AND SWITZERLAND' for details of the data protection laws which apply to our Site and Services when you are located in such territories, and how you can exercise your rights.

When you use our Site or Services, you consent to our collection, use, and disclosure of information about you as described in this Privacy Notice. A link to a Portable Document Format (PDF) version of this Notice can be found here: [/privacy-policy-pdf](#).

2. Personal Information We Collect / Sources of Personal Information We Collect

Propstore collects Personal Information to facilitate your use of our Site and Services. "Personal Information" in the UK/EU/Switzerland has the meaning given to it in the GDPR, and in the US, means information that identifies or is reasonably capable of identifying an individual, directly or indirectly, and information that is being associated with an identified or reasonably identifiable individual.

For ease of reference, we have compiled the list below to demonstrate how we use the categories of Personal Information we have collected, used, and disclosed.

The categories and purposes for the collection, use, and disclosure of Personal Information relating to each individual as a bidder/buyer, consignor, or website user, or other user of our Services (as applicable) include:

Personal Information	How It Is Collected	How It Is Used and Lawful Basis under GDPR
Identifiers, including your name, phone number, email address, physical address	You have provided this information to Propstore through our Site and Services.	Propstore will use this information to facilitate your use of the Site and Services and to directly respond to your requests through our Site or Services (Performance of a contract, Legitimate interests).
Identification documents	You have provided this information to Propstore through our Site and Services, where requested by Propstore.	We may require as part of our Services that individuals provide documentation to identify themselves (for example, a Passport/proof of address document) to protect against fraud and to ensure that you are who you say you are for the purposes of participating in our Services (Legal obligation, and legitimate interests – to protect against anti money laundering, and on the basis of substantive public interest in protecting against anti-money laundering).
Email Communications	Where you email us.	Propstore will use this information to facilitate your use of the Site and Services and to directly respond to your requests through our Site or Services.
IP Address	When you use our Site, including when you participate in auctions in any capacity, we will collect your IP address automatically.	Propstore will use this information to enhance your Site experience, and where you participate in any auction, or 'buy it now' service, to make sure our technology operates in its full capacity (Legitimate interests). We also require this information to allow you to take part in the Services (Performance of a contract) For any non-essential cookies or similar technologies, we will ask for your consent to place such cookies on your device.
Browsing History	When you use our Site, it will save your browsing history automatically.	Propstore will use this information to enhance your Site experience. For any non-essential cookies or similar technologies, we will ask for your consent to place such cookies on your device.
Content of Any Message sent to Propstore from the Propstore Site that contains personal information.	You have provided this information to Propstore through our Site and Services.	Propstore will use this information to facilitate your use of the Site and Services and to directly respond to your requests through our Site or Services.

		We may keep a record of any content to improve our Site and Services (Legitimate interests).
CCTV Footage	If you visit Propstore's UK facility, it may result in your likeness being captured on CCTV, which is used for crime prevention, copies of which are kept for a maximum of thirty (30) days.	Propstore will use this information for crime prevention at its UK facility (Legitimate interests, and may be shared for the Prevention and Detection of Crime).
Consignor Banking Details	You have provided this information as a consignor on your consignor's agreement with Propstore.	Propstore will use this information to facilitate the issuance of payment to the consignor for goods sold on your behalf (Performance of a contract)
Credit Card Information	You have provided this information when you registered for an auction/buy it now Service, or placed an order with Propstore.	Propstore will use this information to facilitate your use of our Site and Services and to directly respond to your requests through our Site or Services (Performance of a contract).
Buyer/Bidder/Consignor details (in limited circumstances) Name and Contact Details	When you use Propstore to participate in an auction.	<p>Our Services operate on a confidentiality basis. As such, we generally do not disclose the identity of bidders/buyers and/or consignors.</p> <p>However, please note that we may share such personal information in circumstances where: 1) a buyer has not made payment and the consignor/seller needs to enforce directly against the buyer; 2) the buyer wishes to make any claim against the consignor directly with respect to the goods sold via the Propstore auction/buy it now service; 3) where Propstore has a legal or regulatory obligation to disclose the information; and 4) to prevent fraud.</p> <p>We have a legitimate interest in the collection and disclosure of this information in certain circumstances.</p>

3. How We Use the Information We Collect

The Personal Information we collect, and the practices described above, are undertaken to provide you with the best experience possible, protect you from risks related to improper use and fraud, and help us maintain and improve Propstore offerings. We may use your Personal Information to:

- **Provide You with Propstore Services.** Propstore uses your Personal Information to provide you with its Services and Site pursuant to its Terms of Use for the Site and this Privacy Notice.
- **Contact You:** Where you have requested, we may contact you over various channels (including telephone, email, SMS, WhatsApp) to facilitate your request, including to discuss a potential consignment with you, a purchase you have made, or to provide you with auction alerts where you sign up for these;
- **Send you Service Messages:** We may sometimes send you essential service-related communications, for example, to confirm that you have registered an account, to notify you of changes to your account or our services, or to confirm actions that you have taken when using our services. These communication are necessary to provide our services to you. Our logo or branding on a message or non intrusive publicity is unlikely to be considered direct marketing on its own.
- **Comply with Legal and Regulatory Requirements.** Propstore processes your Personal Information as required by applicable laws and regulations.
- **Protect the Security and Integrity of Our Site and Services.** Propstore uses your Personal Information to further our security practices related to Personal Information.
- **Optimize and Enhance Our Services, and statistical analysis.** Propstore uses your Personal Information to understand how our Services are being used to help us improve our Services and manage our business. We may also use cookies or similar technologies to do so, generally with your consent unless those cookies are exempt from the requirement to obtain consent under applicable laws.
- **Customer and Consignor Feedback Surveys.** Propstore may contact you via email to ask you to complete surveys and feedback forms. We do this to improve our customer and consignor services and the products we offer. You are under no obligation to respond to such requests.
- **Market Our Services to You.** Propstore may contact you with information about our Services. We will only do so with your consent, which can be revoked at any time.
- **Other Business Purposes.** Propstore may use your information for additional purposes if that purpose is disclosed to you before we collect the information or if we obtain your consent. A legitimate interest is when we have a business or commercial reason to use your personal data, so long as this is not overridden by your own rights and interests. If under UK/EU data protection laws we rely on 'legitimate interests' to process your personal data, we will undertake appropriate assessments as required by applicable laws to fully consider and protect your privacy rights.

We may use the Personal Information we collect or receive through the Site and Services (alone or in combination with other data we source) for the purposes and on the legal bases identified below:

- To perform our contract with you for use of the Site and Services or, where we have not entered into a contract with you, in accordance with our legitimate interests to operate and administer our Site and Services.
- To enforce compliance with our contractual obligations and applicable law, and to protect your rights and safety in reliance on our legitimate interest to protect against misuse or abuse of our Site and Services and to pursue available remedies. This includes, in some cases, disclosing the identity of our consignors/buyers to allow the relevant party to enforce a contractual or legal right, or bring a claim, against the other party. This takes

place in limited circumstances where following an auction there is a product issue, failure to make payment in full, or suspected fraud.

- To meet legal requirements, including complying with court orders, valid discovery requests, valid subpoenas, and other appropriate legal mechanisms.
- To provide information to representatives and advisors, including attorneys and accountants, to help us comply with legal, accounting, or security requirements in reliance on our legitimate interests.
- To prosecute and defend a court, arbitration, or similar legal proceeding.
- To respond to lawful requests by public authorities, including to meet national security or law enforcement requirements.
- To provide, support, and improve the Site and Services to perform our contract with you for the use of the Site and Services or, where we have not entered into a contract with you, in reliance on our legitimate interests in administering and improving the Site and Services and providing certain features. When we share your Personal Information with third parties, we take steps to protect your information in a manner that is consistent with our obligations under applicable privacy laws.

Automated decision making and use of artificial intelligence

We do not engage in decision making processes that are based solely on automated means which produce legal effects concerning you or significantly affect you. All significant decisions involving your personal data are subject to human oversight to ensure fairness, transparency and accountability. We do not employ automated decision making in any determination that would result in the provision or denial of financial or lending services, housing, education enrolment or opportunities, employment or independent contracting opportunities or compensation, or healthcare service.

We use artificial intelligence (“AI”) technologies in limited ways to enhance our services. This includes but is not limited to responding to certain customer service queries. The use of AI within our operations does not involve the collection, use or processing of your personal data. Our AI functionalities are designed to operate without accessing or relying on your personal data.

4. How We Share the Information We Collect

Propstore will not share your Personal Information with third parties except as described in the table below.

Reasons We May Share Personal Information	Is This Information Currently Shared?	Can You Limit This Sharing?
For Everyday Business Purposes. We may share your Personal Information to maintain your account.	Yes	No
Third-Party Service Providers and Vendors. We may share your Personal Information with third-party service providers for business or commercial purposes. Your Personal Information may be shared so that they can provide us with services, including identity verification, fraud detection and prevention, security threat detection, customer support, data analytics,	Yes	No

information technology, advertising, marketing, data processing, network infrastructure, storage, transaction monitoring, and tax reporting.		
Law Enforcement. We may be compelled to share your Personal Information with law enforcement, government officials, and regulators.	Yes	No
Corporate Transactions. We may disclose Personal Information in the event of a proposed or consummated merger, acquisition, reorganization, asset sale, or similar corporate transaction, or in the event of a bankruptcy or dissolution.	Yes	No
Professional Advisors. We may share your Personal Information with our professional advisors, including legal, accounting, or other consulting services for purposes of audits or to comply with our legal obligations.	Yes	No
For Marketing Purposes. We may share your Personal Information to offer our products and services to you.	Yes	Yes If you do not wish to have the Propstore use your personal information for marketing purposes, you can opt-out by checking the box on our registration form, or by contacting us at any time at supportla@propstore.com .

In the preceding twelve (12) months, Propstore has disclosed Personal Information for a business purpose to the categories of third parties indicated in the chart below.

Personal Information Category Business Purpose Disclosures

Identifiers	<ul style="list-style-type: none"> • Public entities and institutions (e.g., regulatory, quasi-regulatory, tax or other authorities, law enforcement agencies, courts, arbitrational bodies, fraud prevention agencies); • Professional advisors, including law firms, accountants, auditors, insurers, and tax advisors and their advisors; • Website hosting or information technology consulting service providers; • Data analysis service providers; • Administrative service providers; • Application service providers;
Personal Information Categories Listed in the California Customer Records Statute	

	<ul style="list-style-type: none"> • Insurance providers; and • Telecommunications and messaging services. <p>We may also disclose your Personal Information for other purposes permitted by law such as to:</p>
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5. Cookies

A cookie is a small text file that is placed on your computer, mobile phone, or other device when you visit a website. The cookie will help website providers to recognize your device the next time you visit their website. Propstore uses the term “cookies” in this policy to refer to cookies and all such similar technologies that collect information in this way.

We will give you an opportunity to reject non-essential cookies using our consent management platform (CMP) where you can also view in detail each cookie we place, its purpose and its retention period. You can amend your preferences at any time using the CMP.

We may deploy certain cookies automatically and without asking for your consent, which is generally those that are essential for the Site to function and where permitted by law, low-risk analytics cookies. We will only do so in line with all applicable legislation.

You can review our Cookie Policy [here](#).

6. Retention of Data

We retain Personal Information where we have an ongoing legitimate business or legal need to do so. Our retention periods will vary depending on the type of data involved, but, generally, we refer to these criteria in order to determine retention period:

- Whether we have a legal or contractual need to retain the data;
- Whether the data is necessary to provide our Site and Services; and
- Whether our consumers would reasonably expect that we would retain the data until they remove it or until their accounts are closed or terminated.

We will generally retain your Personal Information in line with our internal retention policies and will not keep such information for longer than necessary, in accordance with applicable data protection laws. When you use our Services, we will generally retain that Personal Information for 6 years, in accordance with statutory limitation periods.

When we have no ongoing legitimate business need to process your Personal Information, we will either delete or anonymize it or, if this is not possible (for example, because your Personal Information has been stored in backup archives), then we will securely store your Personal Information and cease any further processing until deletion is possible.

7. Your Privacy Rights – United Kingdom (and Gibraltar), European Union, and Switzerland

Propstore is required under European Union, United Kingdom (and Gibraltar), and Switzerland privacy laws to provide certain information to individuals about how Propstore collects, uses, and shares your Personal Information, and about the rights and choices that you may have concerning your Personal Information. The following sections provide an overview of the Personal Information that Propstore collects, uses, and shares, outlines the rights that you have concerning your data, and describes the actions that you can take to make certain requests concerning your Personal Information.

Please see below for a link to this specific notice:

- [Your Privacy Rights – United Kingdom \(and Gibraltar\), European Union, and Switzerland](#)

8. Your Privacy Rights – United States

This section outlines the privacy rights that may be available to you under applicable state privacy laws.

We are required various state laws in the United States, in particular the California Consumer Privacy Act of 2018 and the Consumer Privacy Rights Act, as amended, and by regulations adopted by the California Privacy Protection Agency (collectively, the "CCPA") to provide certain information to consumers about how we collect, use, and share their Personal Information in our capacity as a business, and about the rights and choices California residents may have concerning their Personal Information. For purposes of this section, "Personal Information" has the meaning provided in the CCPA.

The rights described below are not absolute, and, in certain cases, we may decline your request as permitted by law. To exercise any of these rights, please email privacy@propstore.com or call us at +1 (818) 727-7829. Only you, or someone legally authorized to act on your behalf, may make a request related to your Personal Information.

The following disclosures are made in compliance with the CCPA and other state laws. In the past twelve (12) months, we have collected the Personal Information described above, and disclosed it to the third parties listed under the section "How We Share Personal information We Collect" for the business purposes identified therein and under the section "How We Use Personal Information We Collect." This information falls into the following categories of Personal Information under the CCPA:

- Identifiers;
- Categories of Personal Information described in section 1798.80(e) of the California Civil Code;
- Characteristics of protected classifications under California or federal law;
- Commercial information;
- Geolocation information;
- Audio, electronic, or visual information;
- Internet or electronic network activity information;
- Professional or employment-related information; and
- Sensitive personal information.

As disclosed above in "How We Share Personal information We Collect," we may engage in activity that may be considered "sharing" Personal Information. If you wish to opt-out of this use of your Personal Information, click here: [Do Not Sell or Share My Personal Information](#). We do not use or disclose Sensitive Personal Information for purposes other than those specified in regulations adopted under the CCPA. Below is a summary of your privacy rights under the CCPA and other state privacy laws.

Consumer Right	Description

Access	<p>You may request that we provide the following information about how we have collected and used your Personal Information:</p> <ul style="list-style-type: none"> • The categories of Personal Information we have collected about you; • The sources from which that Personal Information was collected; • The business or commercial purpose for collecting, selling, and/or sharing your Personal Information; • The categories of Personal Information we shared or sold about you; • The categories of third parties to whom we shared or sold Personal Information about you; • The categories of Personal Information we disclosed for a business purpose; and • The categories of third parties to whom we disclosed Personal Information about you for a business purpose.
Request a Copy of Your Personal Information	<p>You may request a copy of your Personal Information. You may submit a request that Propstore disclose the categories and specific pieces of Personal Information that we have collected, used, or disclosed about you. Please note that simply because Propstore has provided the categories of Personal Information it may collect pursuant to California law does not mean Propstore necessarily collected all of the specific pieces of Personal Information listed for any given person. Also, please note where Personal Information was disclosed within the past twelve (12) months, it may have been disclosed only to service providers.</p>
Correction	<p>You may request to edit or correct your Personal Information at any time.</p>
Deletion	<p>You may have the right, under certain circumstances, to request that we delete the Personal Information you have provided to us.</p>
Opt-Out of Sales and/or Sharing	<p>The CCPA may classify our use of some services as “sharing” your Personal Information with the partners that provide the services. You can opt-out of the “selling” and/or “sharing” of your Personal Information.</p>
Limit Processing of Sensitive Personal Information	<p>We use Sensitive Personal Information only as necessary for our (1) Service delivery and operations, (2) compliance and protection, (3) quality control and improvements, or (4) Service improvement and analytics purposes in accordance with CCPA. If we use Sensitive Personal Information outside the permitted purposes of CCPA, you have the right to limit</p>

	such processing of Sensitive Personal Information.
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Exercising Your Privacy Rights

Process	Description
Verification	In order to protect your Personal Information from unauthorized access or deletion, we may require you to verify your account credentials before you can submit a rights request. If you do not have an account with us, or if we suspect your account has been accessed without your authorization, we may ask you to provide additional Personal Information for verification. Propstore is legally obligated to verify your identity when you submit a request. We may request additional information from you to verify your identity. If you submit a request to delete your Personal Information, you will also be required to confirm the deletion request by email. If we are subsequently unable to confirm your identity, we may refuse your rights request.
Use of Authorized Agents	You may use an authorized agent to submit a rights request. If you do so, the authorized agent must present signed written authorization to act on your behalf, and you will also be required to independently verify your own identity directly with us and confirm with us that you provided the authorized agent permission to submit the rights request. This verification process is not necessary if your authorized agent provides documentation showing that the authorized agent has power of attorney to act on your behalf under Cal. Prob. Code §§ 4121 to 4130.

Global Privacy Controls To be completed

To exercise any of these rights, please email privacy@propstore.com or contact us at +1 (818) 727-7829.

Sale and Sharing of Personal Information

We do not “sell” Personal Information. To the extent that we may have “shared” Personal Information in the last twelve (12) months, it is identified in the sections of this Notice titled “Personal Information We Collect/Sources of Personal Information We Collect” and “How We Share Personal Information We Collect.”

Automated decision making

You have the right to opt-out of our use of automated decision making, and you may request us to provide you information about the logic, significance and consequences of our use of automated decision making.

9. Security

No security is foolproof, and the Internet is an insecure medium. We cannot guarantee absolute security, but we work hard to protect Propstore and you from unauthorized access to or unauthorized alteration, disclosure, or destruction of Personal Information that we collect and store.

We have security processes in place to comply with applicable federal and state standards. This includes physical safeguards (e.g., locked files and a secured building) and electronic safeguards (e.g., encrypted computers, strong passwords, and restricted access).

Propstore also trains its employees and representatives on the proper handling of Personal Information, the confidentiality of Personal Information, and their duty to take reasonable steps to safeguard it.

10. Third-Party Applications and Integrations

Propstore may utilize third-party applications and integrations to enhance your experience and ensure our Services work effectively and as efficiently as possible. We disclaim any and all liability and responsibility for the use of these applications and integrations to the fullest extent permitted by law, and we encourage you to review their individual privacy policies before using our Site or otherwise engaging with us.

Application/Platform	How We Use It
Amazon Web Services	We use Amazon Web Services to host our website.
Barclaycard	We use Barclaycard as a third-party payment processor.
Dropbox	We may from time-to-time use Dropbox to store select data. The cloud storage system is regularly reviewed for sensitive data that will be removed in accordance with our policy.
Google Analytics	When someone visits our Site, we use Google Analytics to collect standard internet log information and details of visitor behavior patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone.
Mailchimp	We use MailChimp to deliver our e-newsletters. We gather statistics around email openings and clicks using industry standard technologies, including clear gifs to help us monitor and improve our e-newsletter. When someone signs up to a mailing list, your information will be used solely to contact you in relation to that mailing list. You can unsubscribe from any of these mailing lists at any time by clicking the "Unsubscribe" link.
Magic Web Solutions	We use Magic Web Solutions to develop our Site.
Microsoft 365 Exchange	We use Microsoft 365 Exchange to host our emails.
Payeezy	We use Payeezy as a third-party payment processor.

Shipping Carriers (Aver, Craters and Freighters, DHL, FedEx, Pack Air, Precision, Royal Mail, USPS, Crown)	We may share data with our third-party shipping carriers.
Stripe	We use Stripe as a third-party payment processor.
Trustpilot	We may contact you via email to invite you to review the service and products you received from us using Trustpilot.
WordPress	We use WordPress to publish our website.
Zendesk	We use Zendesk to manage some of our email interactions.

11. Children

We do not intend, and we do not direct our Site or Services towards children under the age of 17. We do not knowingly collect Personal Information from children. Should you believe we may have collected Personal Information from a child, please contact us at privacy@propstore.com.

12. Updates to This Privacy Notice

We may revise this Privacy Notice from time to time. If we make material changes to this Privacy Notice, we will notify you by email or by posting a notice on our Site prior to or on the effective date of the changes. By continuing to access or use the Site after those changes become effective, you acknowledge the revised Privacy Notice.

13. Contact Information

If you have any questions or comments about this Notice, or the ways in which we collect and use your Personal Information, please do not hesitate to contact us at:

Email: support@propstore.com

EU and UK Address:

Propstore
Attn: Privacy
Great House Farm
Chenies
Rickmansworth
Hertfordshire
WD3 6EP
England

US Address:

Propstore
Attn: Privacy
28014 Harrison Pkwy
Valencia, CA 91355

If you have an unresolved privacy or personal information use concern or complaint that we have not addressed to your satisfaction, please contact privacy@propstore.com