

Privacy & Cookie Policy

Last updated: 10/01/2026

Privacy Policy

At MJ3 Relocations (“we”, “us”, or “our”), are committed to protecting and respecting your privacy. This policy, together with our Website Terms of Use, outlines how we collect, use, store, and safeguard your personal information when you interact with us, whether through our website, email, telephone, or when making or managing a booking.

This document explains when and why we collect personal data, how we use it, the conditions under which we may share it with others, and how we keep it secure.

Who We Are

We are MJ3 Management Solutions trading as MJ3 Relocations, a serviced accommodation provider. Our office is located at **20 Wenlock Road, London, England, N1 7GU**. You can contact us by email at **enquiries@mj3properties.com** or by phone at **0161 883 7026**. We are registered as a data controller with the Information Commissioner’s Office (ICO) in the United Kingdom and comply with all applicable data protection legislation.

How We Collect Information

We collect information from you when you visit our website, make an enquiry, speak to us on the phone, send us an email, or make a reservation through our systems or any partner platforms. We may also collect your data when you sign up for our newsletters or marketing materials, or when your employer books accommodation on your behalf. Information may be obtained directly from you or from a third party such as a booking platform.

What Information We Collect

The personal data we collect may include your name, email address, telephone number, postal address, and recognised identification such as a passport or driving licence. We may also collect the names of other adult guests associated with your booking, as well as your accommodation preferences, including budget, location, and length of stay. If a booking is made by your employer or another party on your behalf, they may provide this information to us.

When you use our website, we may collect data such as your IP address, browser type, operating system, and device settings. This data helps us improve our website and user experience. Payment card details are processed securely through third-party providers and are

not stored by us. Identification and payment details may be required during our online check-in process to confirm your reservation, particularly as we offer self-service accommodation.

How We Use Your Information

Your information is used primarily to manage and fulfil your booking or enquiry. This includes

processing payments, confirming accommodation, and communicating with you throughout your stay. We also use your data to comply with our legal and regulatory obligations, provide customer support, and contact you regarding any changes to our services. If you have given consent, we may send you marketing communications such as newsletters, special offers, and updates about our business. We may also use your data for feedback and survey requests to improve our services.

Data Retention

We retain your personal data for as long as necessary to fulfil the purpose for which it was collected. Typically, we keep booking and payment data for six years to comply with tax and legal obligations. We regularly review our data retention periods to ensure we are not holding information longer than necessary. If you opt into marketing communications, we will retain your contact details until you unsubscribe or request deletion.

Sharing Your Information

We do not sell or rent your personal information to third parties. However, we may share it with third-party service providers working on our behalf to fulfil your booking or provide related services. These may include property hosts, cleaning and maintenance teams, IT providers, software platforms, payment processors, or contractors. When doing so, we only share information that is necessary for the service and require all third parties to keep your data secure and not use it for their own purposes.

Your personal data may also be shared in the event of a business sale, merger, or restructuring, or if we are legally required to disclose it to comply with regulations, enforce our policies, or protect our legal rights.

Website Use & Analytics

We use tools such as Google Analytics to collect anonymous information about how users interact with our website. This includes tracking page visits, duration on site, and general user behaviour. This data helps us optimise our website and user experience but does not personally identify any individual. Google Analytics does not provide us with access to any identifying data unless you have expressly shared that information.

Third-Party Platforms

We may use platforms like Mailchimp to manage email marketing. If you subscribe to our mailing list, your name and email address are stored securely within Mailchimp's systems, and you will have opted in to receive communications. If you make a booking, we may use property management tools such as Uplisting or similar to store and manage your reservation and guest information. These platforms are GDPR-compliant and only process your data as instructed by us.

Children's Data

We do not knowingly collect personal data from anyone under the age of 18. If children are travelling with you, we may ask for their age for accommodation planning purposes, but we do not require or store their personal information. You must be 18 or over to make a booking.

Social Media

We may engage with you through social media platforms for competitions, promotions, or general engagement. If you enter a competition or interact with us through social channels, we may collect minimal contact details to administer the activity. Your data will be used solely for the purpose of the activity and will not be retained beyond what is necessary.

Your Choices

You have the right to choose whether or not you receive marketing communications from us. You will only receive these communications if you have provided your consent. If you no longer wish to receive marketing emails, you can unsubscribe using the link in our messages or by contacting us directly. Your preferences can be updated at any time by email or telephone.

Accessing & Managing Your Data

You have the right to access the personal information we hold about you. If you believe any of the information we hold is inaccurate or out of date, you may request it to be corrected, updated, or deleted. You also have the right to request a copy of your data, ask for restrictions on its processing, or object to the way we use it.

To make a data request or change your preferences, you can email us at **enquiries@mj3properties.com**, write to **20 Wenlock Road, London, England, N1 7GU**, or call us at **0161 883 7026**. We will respond within one month and do not charge a fee for data access requests.

Data Security

We take all reasonable steps to ensure your data is protected against unauthorised access, loss, or misuse. While we use encryption and secure systems to protect your information, no method of transmission over the internet is 100% secure. Therefore, we cannot guarantee the security of data transmitted to us electronically, and you do so at your own risk.

When you submit sensitive information such as payment details, this data is encrypted and handled securely by trusted third-party providers.

Transferring Your Data Outside of the UK or EEA

In some instances, your personal information may be transferred to countries outside the UK or European Economic Area. This may happen if one of our service providers is located in a country that does not have the same level of data protection laws. If this occurs, we ensure that adequate safeguards such as contractual agreements or compliance frameworks are in place to protect your data.

Changes to This Policy

We may update this policy occasionally to reflect changes to our operations, legal requirements, or data processing practices. Any changes will be posted on this page and the revised date will be updated above.

Complaints

If you have any concerns about how we handle your personal data, please contact us directly. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) via their website at <https://ico.org.uk/concerns>.

Cookie Policy

Cookies are small text files stored on your device that help us operate our website and deliver a better user experience. By continuing to use our website, you agree to the use of cookies as described below.

We use different types of cookies to manage the performance and functionality of our site. Strictly necessary cookies are required for core website functions, such as logging in or completing reservations, and do not require consent. Performance cookies help us understand how visitors use our website, allowing us to improve page layouts and features. Functionality cookies remember your preferences, such as language or time zone settings, to enhance your experience on return visits. Targeting cookies track the pages you visit and links you click, helping us measure the effectiveness of marketing campaigns and improve advertising relevance.

You can control or disable cookies via your browser settings. For detailed guidance on managing cookies, visit www.allaboutcookies.org. To opt out of Google Analytics tracking, you can use their browser add-on at <https://tools.google.com/dlpage/gaoptout>.