

## **Peerless Properties (Oxford) Ltd - Full Privacy Notice**

We are committed to ensuring your privacy is protected. This Privacy Policy sets out details of the information that we may collect from you and how we may use that information. Please take your time to read this Privacy Policy carefully.

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### **A. About Us and What We Do**

We are engaged by Freehold owners or Resident Management Companies to look after the interests of their developments. We advise on maintaining and sustaining properties' common areas (eg: stairs, halls, entrances, roofs, gardens, parking and shared services), managing finances by collecting service charges/ground rents and paying contractors or suppliers; as well as ensuring compliance with relevant statute. We have appointed a Data Protection Officer, Graham Hughes, to oversee our handling of personal information. If you have any questions about how we collect, store or use your personal information, you may contact us via e-mail ([graham.hughes@peerlessoxford.com](mailto:graham.hughes@peerlessoxford.com)), telephone (01869 331198) or visit our office (1 Court Farm Barns, Medcroft Road, Tackley, Oxon, OX5 3AL)

### **B. Our processing of your personal information**

We keep current contact data relating to individuals who own property at client sites that we manage in order to:

1. Collect service charges or ground rents.
2. Inform and communicate about works and activities affecting the site.
3. Maintain accurate records of property owners.
4. Contact individuals in the event of emergencies (fire, water leaks, etc)
5. Provide contact information for contractors (or emergency services) requiring access to areas or properties to fulfil their obligations or duties
6. Respond to requests for information in the course of a sale

In compliance with GDPR legislation we use data only for the above limited purposes and keep such data for the relevant period of property ownership only.

We rely on individuals (and their agents) to inform us of changes in their data (eg: moving into or out of a property/change of ownership) and cannot be held responsible for retaining out of date data if we have not been informed. When we are informed we update our records and (if appropriate) delete data records that are no longer relevant.

## Peerless Properties (Oxford) Ltd – Data Protection – Privacy Notice

If you provide personal information to us about other people you must provide them with a copy of this Privacy Policy and obtain their consent that it is required for the processing of that person's information for the purposes of (1) to (6) above and in accordance with this Privacy Policy.

### **C. What personal information will we collect?**

Basic information such as your name, the address of the property you own, contact information including address, telephone number and email address

Information related to your property such as alarm services, other services, warranties and insurances provided in common with other site owners/occupants (eg: shared satellite or television aerials, building insurance, etc)

### **D. How will we collect your personal information?**

We will obtain your personal information directly from you (or your nominated agent) by letter, email and telephone

### **E. What will we use your personal information for?**

We will use your information to:

1. Collect service charges or ground rents.
2. Inform and communicate about works and activities affecting the site.
3. Maintain accurate records of property owners.
4. Contact individuals in the event of emergencies (fire, water leaks, etc)
5. Provide contact information for contractors (or emergency services) requiring access to areas or properties to fulfil their obligations or duties
6. Respond to requests for information in the course of a sale

### **F. Who will we share your personal information with?**

From time to time, we may share your personal information with the following third parties for the purposes set out above:

- Fraud detection agencies and other third parties who operate and maintain fraud detection registers
- The police and other third parties or law enforcement agencies where reasonably necessary for the prevention or detection of crime
- Third party service providers such auditors, lawyers, insurers
- Selected third parties in connection with the sale, transfer or disposal of your property

### **G. How long do we keep personal information for?**

We will only store your personal information for as long as reasonably necessary to fulfil the purposes set out in this Privacy Policy and to comply with our regulatory and/ or legal obligations.

Information related to the ownership of a property is only retained for the duration of the ownership period.

### **H. Your rights**

Under data protection law you have the right to make certain requests in relation to the personal information that we hold about you. We will not usually make a charge for dealing with these requests. If you wish to exercise these rights at any time

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There may be cases where we may not be able to comply with your request (such as where this would conflict with our obligation to comply with other regulatory and/ or legal requirements). However, if we can't comply with your request, we will tell you the reason, and we will always respond to any request you make.

Your rights include:

### ***The right to access your personal information***

You are entitled to a copy of the personal information we hold about you and details of how we use it.

We will usually provide you with your information in writing, unless you request otherwise, or where you have made the request using electronic means, in which case the information will, where possible, be provided to you by electronic means.

### ***The right to rectification***

We take reasonable steps to ensure that information we hold about you is accurate and complete. However, you can ask us to amend or update it if you do not believe this is the case.

### ***The right to erasure***

You have the right to ask us to erase your personal information in certain circumstances, for example where you withdraw your consent or where the personal information we collected is no longer necessary for the original purpose. This will need to be balanced against other factors however. For example, we may have regulatory and/ or legal obligations which mean we cannot comply with your request.

### ***The right to restriction of processing***

In certain circumstances, you are entitled to ask us to stop using your personal information, for example where you think that we no longer need to use your personal information or where you think that the personal information we hold about you may be inaccurate.

### ***The right to data portability***

You have the right, under certain circumstances, to ask that we transfer personal information that you have provided to us to another third party of your choice.

### ***The right to object to marketing***

We do not use your information for marketing purposes

### ***The right to withdraw consent***

We will ask for your consent for certain uses of your personal information. Where we do this, you have the right to withdraw your consent to further use of your personal information.

### ***The right to lodge a complaint with the ICO***

You have a right to complain to the Information Commissioner's Office if you believe that any use of your personal information by us is in breach of applicable data protection laws and/ or regulations (including GDPR). More information can be found on the Information Commissioner's Office website: <https://ico.org.uk/>. This will not affect any other legal rights or remedies that you have.

## **I. How we protect your information**

To protect your information we use a range of organisational and technical security measures. We use firewalls to block unauthorised traffic to our server records, and our computer servers are located in a secure location which can only be accessed by authorised personnel with individual passwords. Our internal procedures cover the storage, access and disclosure of your information.

## **Peerless Properties (Oxford) Ltd – Data Protection – Privacy Notice**

### **J. Contacting us**

You may contact our data protection officer if you have any questions about how we collect, store or use your personal information:

Data Protection Officer  
1 Court Farm Barns  
Medcroft Road  
Tackley  
Oxfordshire  
OX5 3AL

**K. This Privacy Policy was last updated on: 17 May 2018**