

PRIVACY POLICY

When using the word 'We' below, relates to the following business...

Greatwood Property Management, trading as Chaneys Chartered Surveyors.

In accordance with the latest requirements of the General Data Protection Regulations, please find below our privacy policy in relation to how we manage and process your personal details. We seek to make sure that we protect the private data that we hold on you and hold information only relevant to the services that we provide.

Data Protection

Greatwood Property Management Ltd is registered under the Data Protection Act 1998 under registration number Z7323731. The information you provide is safeguarded under the terms of that Act.

We have split our privacy policy to identify the differences in our data processing within the two main areas of the business. If you are an owner of a residence within a property where we manage the communal areas, then please review the 'Block Management' details. If you are a landlord or tenant in an individual property where we manage the tenancy itself, then please review the 'Lettings Management' details...

Why do we collect your data?

Block Management	Lettings Management
We collect data to be able to action the services expected of us in relation to the management of apartment blocks and land estates. Your property is subject to a lease (or property deed), which includes obligations which we have been instructed to administer. We, therefore, require your contact details to administer these obligations.	We collect your data to manage your tenanted property efficiently and effectively. The data stored helps us keep in communication with all parties. We are also required to undertake background checks on tenants, to make sure that they are legally able to live in the UK, as well as to make sure that they are successfully referenced before they move in to a property.

How is the data collected?

Block Management	Lettings Management
Typically, this data is first collected via solicitors that are involved with the sale/purchase of your property. Thereafter, we also request additional contact details once a resident (or new legal owner) moves in.	Data is typically collected on first contact with you. Depending on whether you are a landlord or applicant (i.e. tenant), we will need to request certain information about you to remain in contact, as well as qualify your position in respect of renting a property.

What is the lawful basis of this processing?

Block Management	Lettings Management
<ul style="list-style-type: none"> • Processing is necessary for the performance of a contract to which the data subject is party or to take steps at the request of the data subject prior to entering into a contract. • Processing is necessary for compliance with a legal obligation to which the controller is subject. • Processing is necessary to protect the vital interests of the data subject or of another natural person. • Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. 	<ul style="list-style-type: none"> • Processing is necessary for the performance of a contract to which the data subject is party or to take steps at the request of the data subject prior to entering into a contract. • Processing is necessary for compliance with a legal obligation to which the controller is subject. • Processing is necessary to protect the vital interests of the data subject or of another natural person.

What type of data do we keep?

Block Management	Lettings Management
<p>Title, first and second names of Legal Owners, home address, personal telephone numbers, personal/work emails (subject to which one has been provided to us), bank details, lease details, key holder contact details (including name, address, telephone number and email), sub-tenant names and contact details, payment comments and general correspondence.</p>	<p>Title, first name, middle name(s), surname, bank details, personal telephone number, email details, home address, annual salary amount (for tenancy applicants), employers contact details (for referencing purposes), guarantor details (if required), to include full name, telephone, email, home address and salary details.</p>

Where is the data stored?

Block Management	Lettings Management
<p>The data is stored in a database called Qube. This is held on our in-house serves, backed up on Amazon Web Services located within the EU. Data is stored and encrypted. Access is granted only via administrators within the business.</p> <p>Hard copy files are held in a secure locked storage facility. We are, overtime, we are minimising the amount of data held in hard copy format.</p>	<p>The data is stored in a database called Qube. Unlike our Block Management, however, the data is stored on Qube’s cloud-based platform. Access is required via the consent of an administrator in Chaney’s. Qube’s own Privacy Policy can be found here: https://www.qubeglobal.com/privacy-policy/</p> <p>Hard copy files are held in a secure locked storage facility. We are, overtime, we are minimising the amount of data held in hard copy format.</p>

Who is the data shared with?

Block Management	Lettings Management
Only relevant contact data is shared with third parties who have an active interest in supporting the services we are required to provide. These will include building contractors, consultants (e.g. relevant surveyors and/or solicitors who require your data to undertake relevant services) and our clients (i.e. the Management Company or Freeholder of your property).	Only relevant contact data is shared with third parties who have an active interest in supporting the services we are required to provide. These will include building contractors, consultants (e.g. relevant utility providers and/or solicitors who require your data so undertake relevant services) and our clients (i.e. landlords).

How long will the data be stored?

Block Management	Lettings Management
We will keep information for a reasonable amount of time to perform the services required of us. We will only keep your information for as long as necessary. We generally keep personal information for 7 years after last contact with you. We reserve the right, however, to keep information for longer if we feel that there is a legitimate reason to.	We will keep information for a reasonable amount of time to perform the services required of us. We will only keep your information for as long as necessary. We generally keep personal information for 7 years after last contact with you. We reserve the right, however, to keep information for longer if we feel that there is a legitimate reason to.

What are your rights?

Your rights include the following for individuals. You have the right to...

1. Be informed
2. Access your data
3. Rectification of your data
4. Erasure
5. Restrict processing
6. Data portability
7. Object
8. Not be subject to automated decision making, including profiling.

What happens in the event of a data breach?

In the case of a data breach, the Data Controller shall without undue delay and, where feasible, not later than 72 hours after becoming aware of it, notify the personal data breach to the Supervisory body (ICO) and Data Subject; if the data breach is likely to result in a risk to the rights and freedoms of natural persons.

Changes to this notice

Our Privacy Policy may be subject to change. Any changes will be identified within this policy as and when they arise.

Please do **contact** us on 0118 972 2333 or info@chaneys-cs.com should you wish to understand the above in further detail.
 Further general information relating to the GDPR Act can be found at: www.ico.org.uk