

GENERAL DATA PROTECTION Privacy Notice

Asset Property Management Limited (“Asset”) is committed to protecting and processing your personal data in accordance with the General Data Protection Regulations and the Data Protection Act 2018 (“the Act”). For the purposes of the legislation and your personal data, Asset is the Data Controller. It is not mandatory for us to appoint a Data Protection Officer however any concerns you may have should be addressed to any Director of Asset at enquiries@assetpropertymanagement.co.uk or 01202 532898.

The Regulations are to safeguard your personally identifiable information or personal data. This privacy notice will be regularly reviewed and updated.

A - Information held

Where information is a statutory, a contractual requirement or a requirement necessary to perform our duties, a refusal to provide data may mean that we are unable to provide you with our full level of service. The following personal data may be held by us:

1. Contact information including full names and addresses, contact telephone number and e mail addresses.
2. Where a property is tenanted the same level of contact information for tenants.
3. Photographic and CCTV footage of properties
4. Statutory information to facilitate appointment of Directors and maintenance of Companies House statutory records
5. Debit card payment information

All the above information is collected by staff engaged at Asset.

The above information is collected via face to face meeting, post, emailed to us or telephone.

B - Why is it collected?

The information is collected to:

- Enable us to provide a management service in accordance with the contractual responsibilities set out in our Management Agreement act in on behalf of freeholders or leaseholders or Residents Management Companies.
- The purpose of invoicing and collecting service charges (including legal recourse), ground rents and other charges
- In order to gain entry to a property to carry out urgent and non-urgent repairs.
- The maintenance of statutory records for Residents Management Companies and Freehold Companies.

C - Lawful basis for processing of data

Your personal data will be used as detailed above in order for us to deliver a Property Management Service.

D - Recipients of personal data

Your personal data may be shared with staff, contractors, other leaseholders including Directors of Residents Management Companies or Freeholders. With the exception of emergency situations where ongoing property damage may facilitate immediate contact, data will only be shared with your express approval which must be in writing.

E - Where is the data stored

In the cases of A1, 2, 3 above the data is stored within our own electronic (password protected) which are backed up to Backblaze a secure cloud based back up system based in the United States. Certain manual data is stored securely in our main office.

In the case of A 5 above a manual record is retained for processing until payment is processed when the record is immediately destroyed

In the case of A 4 the information is stored electronically with Companies House in Cardiff and in manual statutory records maintained in a locked and secure office.

F - Retention period

The data will be retained for the following periods:

In the cases of A 1,2 and 3 above until such time as our Management Contract continues and for two years after the termination of our Management Contract.

In the case of A 5 above card details are destroyed immediately after funds are credited to our client's bank account.

In the case of A 4 above information may be stored in manually held statutory records indefinitely or on Companies House records indefinitely in accordance with Statutory Requirements

G - Your rights

You have a right to access your personal data to verify the lawful basis of processing. We are obliged to respond to an access request within 30 days and may not charge a fee unless the request is unfounded, excessive or repetitive. Any fee so charged will be reasonable based on the cost of providing the information.

You have a right to rectify any data we hold which is inaccurate or incomplete. If data has been disclosed to third parties we must inform and rectify this where possible.

You may request that your personal data be erased or object to further processing where there is no compelling reason for its continued processing or where for consent reasons you have withdrawn this consent. We will comply with your request unless we have justification to retain the data (for example a legal requirement or defence of a legal claim).

H - Withdrawal of consent

Where the lawful basis for processing is your consent only you may withdraw this at any time in writing to a Director of Asset.

I - Lodging a Complaint

Data protection is supervised by the Information Commissioners Office to whom Asset are registered. Concerns may be reported to them on 0303 123 1113 or by e mail using the form on ico.org.uk