



PRIVACY NOTICE

This privacy notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you where we are the managing agent of the development where you own a property and after it ends. We are required to notify you of this information under the General Data Protection Regulation (GDPR).

Please ensure you read this notice (sometimes referred to as a “privacy notice”) and any other similar notice we may provide to you from time to time when we collect or process personal information about you. This privacy notice contains important information on who we are, how and why we collect, store, use and share your personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

1. WHO WE ARE

itsyourplace Ltd collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as ‘controller’ of that personal information for the purposes of those laws.

In this privacy notice, references to “we” or “us” means itsyourplace Ltd.

2. DATA PROTECTION PRINCIPLES

We will comply with the data protection principles when gathering and using personal information, as set out in our GDPR data protection policy.

3. THE PERSONAL INFORMATION WE COLLECT AND USE

In the course of the performance of our contract as managing agent for the development where you are the owner of a property, we collect the following personal information when you, a Solicitor, Landlord, Managing Company or Developer provide it to us:

- Name, property address, correspondence address (where different from property address) telephone number and email address (where provided to us)

The provision of the above information is required to enable us to perform our contract as managing agent. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

4. HOW WE USE YOUR PERSONAL INFORMATION

We will only use your personal information for:

- The performance of a contract you have with our client and pursuant to which we are appointed as their agent

Continued

- For the purposes of our legitimate interests or those of a third party, but only if these are not overridden by your interests, rights or freedoms
- Where we need to comply with a legal or regulatory obligation

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

5. WHO WE SHARE YOUR PERSONAL INFORMATION WITH

When required we share the following categories of personal data:

- Name, property address, correspondence address (where different from property address) telephone number and email address (where provided to us)

This personal information may be shared with the following categories of recipients:

- Accountants, Solicitors, Professional Advisors / Bodies and Works Contractors (with your prior consent)

We will share personal information with law enforcement or other authorities if required by applicable law.

This data sharing enables us to perform our contract as managing agent. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

We will not share your personal information with any other third party.

6. WHERE YOUR PERSONAL INFORMATION MAY BE HELD

Information may be held at our offices and secure storage facilities, IT and system administration services offices, and third party service providers, representatives and agents as described above.

We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our GDPR data protection policy.

7. HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

We will hold your personal data for only as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purpose through other means, and the applicable legal requirement.

8. REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION

We rely on contract as the lawful basis on which we collect and use your personal data.

9. YOUR RIGHTS

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please:

- email, call or write to us
- let us have enough information to identify you, including your full name address and property address
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates, including any account or reference numbers, if you have them

10. KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

11. HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or **telephone: 0303 123 1113**.

12. CHANGES TO THIS PRIVACY NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

This privacy notice was published on 4 May 2024 and last updated on 24 May 2024.

We may change this privacy notice from time to time, and when we do we will inform you by updating our website.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us. For example if you change your name, correspondence address, email address or telephone, by writing to us or email to the registered address. You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.



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