



S W Relocations Ltd
The Stables, Hortham Farm, Hortham Lane
Almondsbury, Bristol, BS32 4JW
01454 612735
blockmanagement@southwestrelo.com

OWNERS & TENANTS PRIVACY NOTICE

Effective 25th May 2018

This notice sets out information relating to the way SW Relocations Ltd deal with the personal information of owners and (where applicable) tenants. The data controller and data protection officer at South West Relocation is:

Shelley Fisher
South West Relocation
The Stables, Hortham Farm
Hortham Lane
Almondsbury
Bristol
BS32 4JW

01454 612735

The legal basis for our processing of your information is contractual necessity, compliance with legal obligations and legitimate interests.

What information we hold

We hold personal information and sometimes sensitive personal information about owners and their tenants (if applicable). This could be any combination of the following types of information:

Full name/previous names
Spouse/partner details
Details of dependants
Next of kin
Telephone contact details
Postal contact details (including previous addresses and forwarding addresses)
Email Address/IP address
Personal correspondence with our company
Date of birth
Copy of photographic and non-photographic identification documents (appointed directors only)
Employment details/mothers' maiden name/place of birth/nationality/country of residence (appointed directors only)
Bank account details (to be used for refunds only)
Car registration plate details
Relevant information relating to health and wellbeing

How is information collected?

All members of staff at South West Relocation collect information in order to carry out their job. Information is collected through several means including:

Recorded phone conversations

Emails

Written correspondence

Information provided/requested by solicitors during sale/purchase of properties

Information provided/requested at AGMs/EOMs.

Information submitted through our website

Information submitted through social media

Utility companies

Public and government bodies

Why we hold and process information

This notice sets out how we hold and process personal information about you as owners and (where applicable) your tenants, to enable us to comply with our legal obligations as a Management Company. This includes:

- Collection of service fees and any additional contributions as agreed at AGMs/EOMs
- Maintenance of properties/grounds.
- Provision of paperwork in relation to the management of your property; i.e. Invites to and Minutes of AGMs/EOMs and Directors Meetings, financial documentation i.e. end of year accounts/budgets, service fee requests and standing order mandates
- maintaining our accounts and records; and
- Refund of any overpayments due to owners.
- Information provided/requested by solicitors during sale/purchase of properties

Where we hold information

All information collected by our company is held on our secure servers. It is backed up regularly and both servers and back up servers are located within the UK.

We hold a hard copy of various pieces of information as required by law; these are located within locked cabinets stored in our locked office, located at the above address.

Our computer systems are protected by passwords which are regularly changed and all computers are locked when not in use. Personal information is not left openly on desks within the office, and all loose paperwork is locked in a cabinet each evening.

All computers have up to date anti-virus software installed.

We have a data processing agreement in place with any technicians accessing our database software for the purposes of IT support.

Why we share information with others

We may need to share personal information we process with others. If we have to do this, we will keep to data protection legislation. Depending on the circumstances, we may share information with:

- Accountants
- Directors (appointed by Management Company)
- Other members
- Companies House
- Solicitors during sale/purchase of properties
- Suppliers (including gas, electricity and water companies) and service providers;
- Financial organisations (including banks) (Directors only)
- Debt-collection and tracing agencies;
- Public and government bodies (including those who deal with benefits and council tax);
- Contractors and repairers;
- Letting and managing agents; and
- Any future owner of the property (via solicitors only, as above)
- Freeholder/Freeholder representatives
- Car parking companies (where applicable)
- SWR staff members
- Software providers

This does not mean that we necessarily share information with all of the above but we may do so if we need to.

We have data processing agreements in place with all maintenance contractors to ensure your personal information is protected.

Why we use your personal information

We may use the personal information you give us in a number of ways, for example to request and collect service fees, provide relevant documentation to you as an owner, i.e. production of end of year accounts, invites to and minutes of AGMs/EOMs, compliance with safety regulations and to ensure that maintenance is carried out as per our contractual obligations.

How long we hold your information

We will only hold your personal information as long as we deem necessary or as required by statutory law. After this time, your information will be securely destroyed. We will not contact you using your information for any other reason than your legitimate interests.

Rights under the GDPR as a data subject

Under the GDPR, you have the following rights:

- 1) The right to be informed
- 2) The right of access
- 3) The right to rectification
- 4) The right to erasure
- 5) The right to restrict processing
- 6) The right to data portability
- 7) The right to object
- 8) Rights in relation to automated decision making and profiling

More information on these rights can be found at: <https://ico.org.uk>

Right to gather information

You have the right to ask for a copy of the information that we hold about you. We may make a small charge of £10 plus VAT for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information if this is not accurate. To ask for this information, please write to us or email us.

Right to lodge a complaint

If you feel that as a company South West Relocation have breached the GDPR in the first instance you should contact us to discuss your concerns using the above address. If you feel we have not been able to address your concerns as fully as you would wish, you are able to make a complaint to the Information Commissioners Office at <https://ico.org.uk/concerns/> or 0303 123 1113.