

30th May 2018

Privacy Notice provided by CEC PM Ltd

relating to

1. All Client Companies connected with a block/estate under a management agreement with us
2. Customers that own properties within those blocks/estates
3. Sub-tenants of those customers
4. Other non-customers with whom we must deal with to carry out our contract
5. Prospective clients/customers whom we deal with

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 during our management of your block/estate and after it ends.

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 personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event of a complaint.

1. Who we are

CEC PM 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 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 CEC PM 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:

(a) In the course of Managing your block/estate we collect the following personal information when you provide it to us:

- Your Name
- Your date of birth
- Your telephone numbers
- Your email addresses
- Your addresses
- Your mortgage details
- Images on documents

The provision of names. Addresses, telephone numbers, backup numbers, access information, non-resident address, email address, and relatives’ details is required from you to enable us to perform our contract as managing agent appointed for and on behalf of your landlord or resident management company. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

The provision of collecting mortgage details is sometimes required from you to enable us to perform our contract, on behalf of your landlord or resident management company (if applicable).

4. The Personal information we collect and use: Information collected from other sources.

We also obtain personal information from other sources as follows:

Access information, names, addresses, telephone numbers, mortgage details from other parties we deal with for the proper performance of our contract such as solicitors, contractors, your neighbours, and managing agents who have previously managed your estate.

5. How we use your personal information

We will typically collect and use this information for the following purposes:

- a. For the performance of a contract you have with our client (the resident management company or landlord that has jurisdiction over your estate) and pursuant to which we are appointed as their agent.
- (and)
- b. 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. This is only applicable to prospective clients/customer.

6. Who we share your personal information with

We routinely share the following categories of personal data:

- Names
- Addresses
- Telephone Numbers
- Access information
- Non-resident address
- Mortgage details
- Email addresses

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

- Emergency services
- Maintenance contractors
- Surveying firms
- Regulatory bodies
- Local authorities
- Parking enforcement companies
- Insurance companies
- Insurance brokers
- (internal) software providers used by CEC PM Ltd
- Solicitors
- Loss Adjusters

This data sharing enables us to perform our contract as managing agents.

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

7. Where will your personal information be held

Information may be held at our offices and other third-party companies as mentioned 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 GDPR data protection policy.

8. How long your personal information will be kept

We will hold your personal information for the duration of our management contract.

9. Your rights

Rights you have concerning your personal data:

- (a) The right to be informed
- (b) The right of access
- (c) The right to rectification
- (d) The right to erasure
- (e) The right to restrict processing
- (f) The right to data portability
- (g) The right to object

For further information on those rights, including the circumstances to which they apply, see the guidance issued from the UK Information Commissioners Office (ICO).

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
- Let us have proof of your identity
- Let us know the information to which your request relates

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 GDPR also gives you the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted on 0303 1231113.