

DATED

21st May

2018

PRIVACY NOTICE provided by Fifield Glyn Ltd

relating to

Its delivery of

Residential Property Management Services /

Residential Property Services

for Housing Associations



This Privacy Notice explains what personal data (within this document personal data is termed personal information) we hold about you/your organisation, how we collect it and how we use it. It also covers how we may need to share information about you/your organisation and with whom during our involvement with you delivering Residential Property Management Services / Residential Property Services for Housing Associations and also what we do with this information after / should our involvement with you/your organisation end.

We are required to issue you with this Privacy Notice under the requirements as set out in the General Data Protection Regulation, hereafter on occasion referred to as GDPR.

Please ensure you read this Privacy Notice and any other similar Notices we may provide to you from time to time when we collect or process personal information about you/your organisation. This Privacy Notice contains important information on who we are, how and why we collect, store, use and share personal information, you/your organisation's rights in relation to you/your organisation's personal information and on how to contact both ourselves and the relevant supervisory authority in the event you have a complaint.

1. **WHO WE ARE**

Fifield Glyn Limited collects, uses and is responsible for certain personal information that it holds about you/your organisation. 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 the 'Controller' of that personal information for the purposes of those laws.

In this Privacy Notice, references to "we" or "us" means Fifield Glyn Limited.

2. **GDPR PRIVACY 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: INFORMATION COLLECTED BY US**

In the course of delivering our Residential Property Management Service/s / Residential Property Service/s for Housing Associations, for our clients, applicants, tenants and residents, we collect the following personal information when you / your organisation or they provide it to us:

- Your name / the name of your organisation, correspondence address (which may or may not be your home address), address of the property to which our service/s relate which may or may not be the same as previously stated, your email address and telephone contact details.

The provision of the above stated personal information is required from you/your organisation to enable us to perform against our Contract / Management Agreement with regards to Residential Property Management Service/s / Residential Property Service/s for Housing Associations, for you/your organisation.

We will inform you at the point of collecting information from you/your organisation, whether you/your organisation is/are required to provide the information to us.

4. **THE PERSONAL INFORMATION WE COLLECT AND USE: INFORMATION COLLECTED FROM OTHER SOURCES**

We also obtain personal information from other sources as follows:

- We receive personal information as part of handover for new Management Instructions from the former Managing Agents, Accountants, Solicitors or the client directly.
- We receive personal information on sale or purchase or assignment of properties and leases from former Managing Agents, Accountants, Solicitors or the client directly.
- On a needs basis Bank References, Personal References and Trade References as authorised by you.

5. **HOW WE USE YOUR PERSONAL INFORMATION**

We will typically collect and use the personal information we collect from you/your organisation for the following purposes:

- For the performance of a Contract / Management Agreement we have with you/your organisation as our client or where you are a Tenant of our client

(and/or)

- 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.**

We seek to ensure that our information collection and processing is always proportionate to the service/s we are providing.

We will notify you of any material changes to personal information we collect or regarding any change to the purposes for which we collect and process it.

6. **WHO WE SHARE YOUR PERSONAL INFORMATION WITH**

We routinely share the following categories of personal information:

- Your name / the name of your organisation, correspondence address (which may or may not be your home address), address of the property to which our service/s relate which may or may not be the same as previously stated, your email address and telephone contact details.

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

- Accountants, Solicitors and other relevant Professionals, Our client, Property Insurers, Local Authorities, Professional Bodies (RICS / ARMA), Out of Hours Providers, Approved Contractors, Building Caretaker/Staff and Fire Officer

This information sharing enables us to perform against our Contract / Management Agreement.

Some of those third party recipients may be based outside the European Economic Area — for further information including on how we safeguard your personal data when this occurs, see 'Transfer of your information out of the EEA'.

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

We will not share your/your organisation's personal information with any other third party except in the instance of those stated above.

7. WHERE YOUR PERSONAL INFORMATION MAY BE HELD

Personal information may be held at our offices and third party agencies, service providers and any other organisations (representatives and agents) as described above.

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

8. HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

We will only hold the range of personal information we keep on you / your organisation which covers your name / the name of your organisation, correspondence address (which may or may not be your home address), address of the property to which our service/s relate which may or may not be the same as those previously stated, your email address and telephone contact details for as long as we need it and in line with appropriate legal and financial requirements which is for 7 years.

9. REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION

We rely on the Contract / Management Agreement we have with you/your organisation as the lawful basis on which we collect and use you/your organisation's personal information.

10. TRANSFER OF YOUR INFORMATION OUT OF THE EEA

We may transfer your personal information to the following which are located outside the European Economic Area (EEA) as follows:

- In order to back up your data held in our Sage property management system in recognised data centres. Sage Legal has introduced a suite of inter-company Global Data Processing and Transfer

Agreements, which incorporate the requirements of the GDPR and include the use of the EC Standard Contractual Clauses for transfers of data outside the EEA. These agreements facilitate the secure movement of personal data around the Sage group of companies whilst ensuring that all processing activities comply with the GDPR.

If you would like further information please contact our Data Protection Officer as outlined in How to Contact Us below.

Please note, we will not otherwise transfer your personal data outside of the United Kingdom OR EEA or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

11. **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 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 the above stated rights, please:

- email, call or write to us as follows

Company.secretary@fifieldglyn.com

Phone: 01606 351351

Address:
Company Secretary
Fifield Glyn
No 1 Royal Mews
Gadbrook Park
Cheshire
CW9 7UD

- let us have enough information to identify you so your full name, postal address, the address of the property that we have acquired for you / are managing for you etc,
- 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

12. **KEEPING YOUR PERSONAL INFORMATION SECURE**

We know that keeping your information safe is vital and to this end we promise to collect, process, store and share you information safely and securely.

To enable us to do this. We have appropriate security measures in place to prevent your/your organisation's personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your/your organisation's personal information to those who have a genuine business need to know it. Those processing your/your organisation's information will only do so in an authorised manner and they are subject to a duty of confidentiality and will follow our GDPR policies and procedures.

We also have procedures in place to deal with any suspected data security breaches. We will notify you and any Applicable Regulator of any suspected data security breaches where we are legally required to do so.

13. **HOW TO COMPLAIN**

We hope that we can resolve any query or concern you raise about our use of your/your organisation's personal information.

The [General Data Protection Regulation](#) also gives you the 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/>, by telephone on 0303 123 1113

Or by writing to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

14. **CHANGES TO THIS PRIVACY NOTICE**

This Privacy Notice was published on 21st May 2018 and will be updated as a minimum on an annual basis or as the requirements of GDPR changes.

Should we change or amend this Privacy Notice, we will inform you.

15. **ADDITIONAL HELP**

If you would like this Privacy Notice in another format, for example in audio, large print, braille etc then please contact us as stated above in Section 11.



PRIVACY NOTICES for all Social Housing Tenants of CORE data provider

CORE Data is collected on behalf of the Ministry of Housing, Communities and Local Government (MHCLG) for research and statistical purposes only.

For Further information and copies of CORE's privacy notices click on the following links:

Annex 1: Existing Social Housing Tenants at 21st May 2018

<https://core.communities.gov.uk/public/download/guides-and-manuals/2018%20Data%20Sharing%20Agreement%20Annex%201%20Privacy%20Notice.pdf?download-format=pdf>

Annex 2: New Social Husing Tenants from 21st May 2018

<https://core.communities.gov.uk/public/download/guides-and-manuals/2018%20Data%20Sharing%20Agreement%20Annex%202%20Privacy%20Notice.pdf?download-format=pdf>