



Hayes Point RTM Company Limited

Privacy Notice

25th May 2018

This Privacy Notice applies to the use and processing of personal information collected and used by Hayes Point RTM Company Limited (also referred to in this document as 'HPRTM', 'we' or 'us').

Personal information is information that could be used to identify you, such as your name, telephone numbers, email addresses, postal addresses, IP addresses, bank details, and any HR details.

As well as obtaining personal information directly from you, we might have previously and may from time to time in the future obtain personal information from other sources such as current or previous freeholders and management companies.

Please read this Privacy Notice carefully and should you have any questions in respect of this Notice or our use of your personal information, please contact the Hayes Point RTM Company Limited Data Protection Lead at communications@hayespoint.co.uk.

Data Protection Principles

Hayes Point RTM Company Limited is a Data Controller and Data Processor under the General Data Protection Regulation ("GDPR") in respect of any of your personal information that we hold or use.

We will comply with the data protection principles when gathering and using your personal information, as set out in our Data Protection Policy, which is available on our website at <http://www.hayespoint.co.uk>.

How We Use and Process Personal Information

We use your personal information for the performance of our services as a property management company of the Hayes Point Estate. Examples of what we do in this capacity are:

- Contacting you about property management issues involving your apartment.
- Answering your questions about property management issues.
- Issuing service charge or electricity charge invoices.
- Sending you newsletters or other communications about Hayes Point.
- Organise sub-contractors to repair or inspect your property in relation to our property management services.

We may also offer other services that you have consented to receive.

Sharing Information

We might share your personal information when there is a lawful basis to do so. Data sharing enables us to perform our services as a property management company. We will share personal information with law enforcement agencies or other authorities if required in accordance with applicable law.

Other examples of how we might share your personal information are:

- To enable an approved contractor to make or confirm an appointment with you regarding a repair or maintenance matter.
- Processing payments for service charges, electricity charges, or other services.
- Instructing debt collectors or solicitors.
- Protecting against or to identify possible fraudulent transactions.

We engage third party service providers to perform a variety of business operations on our behalf and in doing so we might share your personal information with them. Examples of this are:

- To deliver our email or other communications.
- To store and manage our data.
- Conducting research and customer experience surveys.

We will never sell your personal information to marketing organisations. We will only ever share your personal information for the legitimate or lawful reasons as described in this Notice.

Where we share your information as described in this Notice, we will only share the personal information necessary to perform the services and we will contractually require the service provider to protect this information appropriately and not use it for any other purpose.

Where Your Personal Information May Be Held

Information may be held at The Concierge Office, Hayes Point, Hayes Road, Sully, Penarth, CF64 5XX, and third party agencies, service providers, representatives and agents as described above.

Personal Information Retention Period

We will retain personal information for the period necessary to fulfil the purposes outlined in this Notice, unless a longer retention period is required or permitted by law (full details are available in our Data Retention Policy which is available on our website at <http://www.hayespoint.co.uk>).

Your Data Rights

To the extent provided for by applicable law, you have certain rights in respect of the management of the personal data we hold about you.

You have the right to request rectification of your personal data, for erasure of personal data, to object and restrict the processing of personal data and to data portability. To exercise any of these

rights, please contact us at Hayes Point RTM Company Limited or email us at admin@hayespoint.co.uk.

For further information on and a full list of your rights under GDPR, please refer to the Guidance from the UK Information Commissioner's Office (ICO).

Withdrawing Consent

Where you have provided consent for our processing of your personal data for communication purposes, you may withdraw your consent at any time.

It will be possible to withdraw your consent in the same method as it was given, whether that be by email to admin@hayespoint.co.uk, or in person at the Concierge Office of Hayes Point RTM Company Limited.

Complaints

If you consider that we have processed personal data in violation of applicable legislation, please contact us immediately at communications@hayespoint.co.uk.

Please provide us with sufficient information to identify you, including proof of identity and address, and full information to which your request relates including any account or reference numbers.

If you consider that we have failed to remedy such violation, you may lodge a complaint with the Information Commissioner's Office – <https://ico.org.uk/concerns>

Changes to This Privacy Notice

This Privacy Notice was last updated on 25th May 2018 and published on 25th May 2018.

We may change this Privacy Notice from time to time, and when we do so the revision will be published on our website at <http://www.hayespoint.co.uk> and made available from the Concierge Office, Hayes Point, Hayes Road, Sully, Penarth CF64 5XX.