



PRIVACY POLICY

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 development and after it ends. We are required to notify you of this information under the General Data Protection Regulation.

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 you have a complaint.

1. WHO WE ARE

Montalt Management 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 Montalt Management 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: INFORMATION COLLECTED BY US

In the course of the performance of our contract as managing agent for the development where you are a freeholder leaseholder, subtenant etc. we collect the following personal information when you provide it to us.

Name, flat address, correspondence address, e-mail, phone numbers, letting agency details and some financial information.

The Provision of the above information is required from you 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. THE PERSONAL INFORMATION WE COLLECT AND USE: INFORMATION COLLECTED FROM OTHER SOURCES

We also obtain personal information from other sources as follows:

A CCTV system may monitor parts of the building or estate within which you own a property for up to 24 hours a day. This data is recorded.

With regards to each of your visits to our website we may automatically collect the following information:

- Technical information, including the internet protocol (IP) address used to connect your computer to the internet, your browser type and version, time zone setting, browser plug-in types and versions, operating systems and platform.
- Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and times); products you viewed and searched for, page response times, downloads errors, length of visits, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our switchboard.

We are also working closely with third parties (including for example, sub-contractors, solicitors, and debt collection agencies) and may receive information about you from them.

5. HOW WE USE YOUR PERSONAL INFORMATION

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

- To carry out our obligations arising from our appointment as managing agent of the block/estate within which you own a freehold or leasehold property and to provide you with the information, products and services relating to that property that you request from us.

And

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

6. WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We may disclose your personal information to third parties:

- In relation to claims for arrears of service/rent charges and or/forfeiture proceedings (including claims brought jointly with other parties).
- When reporting to our client or clients on any/all matters relating to the performance of our obligations arising from our appointment as managing agent of the block/estate within which you own a freehold or leasehold property
- When reporting to our clients on any matters that affect the block/estate within which you own a freehold or leasehold property
- When we instruct a contractor to carry out work on any matters that affect the block/estate within which you own a freehold or leasehold property
- When liaising with solicitors on the sale/purchase of a property
- Where we engage third parties in relation to the data uses outlined elsewhere in this policy.

- In the event that we are instructed to transfer the management of the estate/block within which your property is located to another managing agent, we may disclose your personal data to the new managing agent.

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

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

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

7. WHERE YOUR PERSONAL INFORMATION MAY BE HELD

Information may be held at our offices and third party agencies, 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.

8. HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

We will hold your personal data for 12 years from either the date you cease to be a leaseholder or our Management of the block/estate concludes.

9. 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.

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. 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 that 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 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 Commissioners Office (ICO) on individual's rights under General Data Protection Regulation.

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

- Email, call or write to us. Our details are reception@montalt.co.uk / 0208 223 9820 / Montalt Management Ltd, 1 Curlew Place, Trinity Way, Trinity Park, Chingford E4 8TD.
- Let us have enough information to identify you (e.g., full name, correspondence 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.

12. CHANGES TO THIS PRIVACY NOTICE

This notice was published in May 2018.

Any changes we may make to our Privacy Policy in the future will be posted on this page and, if appropriate, notified to you by email. Please check back frequently to see any updated or changes to our Privacy Policy.

13. 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 www.ico.org.uk/concerns or telephone: 0303 123 1113.