

Freehold Managers PLC

Data Protection: Individual's Rights Policy

FREEHOLD
MANAGERS PLC

Your Individual Rights

This Policy sets out the grounds to exercise certain rights you have under Data Protection regulations in respect to our processing of your personal data.

How we process your Personal Data

We will only process your personal data in ways you would reasonably expect based on our **Legitimate Interest** as property agent. Your personal data will be retained securely and only for as long as is necessary to comply with all legal and regulatory requirements.

For more information about the data we hold, where we obtain it from and how we process it, please see our [Privacy Policy](#).

Right of Access and automated processing

For information about your right to access the personal information we hold about you and in relation to our use of technology, please refer to our [Privacy Policy](#).

Right to Object or Restrict

If you have a concern about the way we are processing your personal data, you must provide us with sufficient grounds for the objection, relating to your specific circumstances.

We will restrict further processing of your personal data without unreasonable delay unless and until we can demonstrate a compelling legitimate reason for us to continue the processing. This will relate to the lawful basis of our processing your personal data, being our **Legitimate Interest** as property agent.

We will notify you if we are to continue processing your personal data.

Right to Erasure

You have a right to ask us to destroy the personal information we hold about you, unless we can demonstrate a legitimate and lawful reason for us to continue to store and process your information. This is also known as the “right to be forgotten”.

We must retain certain records for a minimum of 6 years to comply with legal and regulatory requirements. However, we will take reasonable steps to anonymise and archive your information following formal notification from a conveyancing solicitor that you are no longer a tenant customer.

Where we are not informed by a solicitor, we may continue to process your personal data until we receive independent confirmation of any sale, along with the identity of the new owner.

This confirmation can come from HM Land Registry or, where required by the lease, a Resident Management Company or Right to Manage Company, or their appointed agent.

How to exercise your rights

Please contact our Privacy Team by e-mail [here](#). You should quote your 11-digit property reference in all contact. This can be found on any piece of correspondence we have sent to you.

We may ask for reasonable evidence of your identity (such as a copy of a Passport or Drivers Licence) before we accept any request. Any identification documents received by Freehold Managers will be securely destroyed immediately upon verification.

We will take all reasonable steps to restrict further processing of your personal data until we have responded to your request. Unless we provide you with a full explanation, we will respond to any request within one month.

Changes to this policy

This Policy is kept under regular review to ensure that it complies with current Data Protection legislation. This Policy was last updated on 10th May 2018.

