



Privacy Policy

This privacy policy applies between you “The Leaseholder” and “Crown Management UK Ltd” (CML). CML takes the privacy of your information very seriously. We are committed to keeping your information secure and managing it in accordance with our legal responsibilities under the data protection laws. This policy applies to our use of all data collected by us or provided by you.

Please read this privacy policy carefully.

In this policy the following definitions are used:

Data – collectively all information that you submit to CML, or is provided by a representative (e.g. Your solicitor, attorney or trustee);

Data Protection Laws – any applicable law relating to the processing of personal data, including but not limited to GDPR, and any national implementing laws, regulations and secondary legislation for as long as the GDPR is effective in the UK;

GDPR – the General Data Protection Regulation (EU) 2016/679;

We/Us – Crown Management UK Ltd, a company incorporated in England and Wales with registered number 06355290 whose registered office is at Meadowview House, 191 Queens Road, Norwich, NR1 3PP.

Data Collected

We may collect the following Data, which includes personal Data from you:

- a. **Name**
- b. **Lease address**
- c. **Postal address**

- d. **Contact information such as email addresses and telephone numbers**
- e. **Agencies acting on your behalf**
- f. **Authorised callers for your account**
- g. **Copies of legal documents relating to your leasehold property**
- h. **Tenant contact details**
- i. **Surveys and reports relating to your leasehold property**

We will only hold your personal information on our systems for as long as it is necessary for the purpose it was collected.

How we collect Data

- a. **Data is received automatically on purchase; or**
- b. **Data is provided to us by you**

Data that is received automatically on purchase

The following information is provided to us when you purchase a leasehold property managed by CML:

- a. **Notice of Transfer and Deed of Covenant** (contains your name and property address);
- b. **Notice of Charge** (where applicable).

Data that is provided to us by you

CML may collect your details through the following ways:

- a. When you contact us through our website, by telephone, by post, and by email.

Our use of Data

This information helps us to keep in better contact with you as a leaseholder. We may use your data for the following reasons:

- a. **Internal record keeping**
- b. **Improvement of our services**

In each case in accordance with this privacy policy. If you are not satisfied with the above, you have the right to object in certain circumstances (see the section “Your Rights” below).

Who we share Data with:

We may share your Data with the following groups of people, for the following reasons:

- a. **Employees of CML** - As different members of staff handle different tasks relating to your property, it is necessary for multiple employees of CML to access your data.
- b. **Our agents** – in order to retrieve debts and/or provide advice from professional advisers.
- c. **Service providers** – Contractors that are approved for carrying out vital maintenance or repairs, safety checks and surveys that are required by law.

In each case, in accordance with this privacy policy.

Keeping Data secure:

Our IT systems are up to date and protect your data from external threats, for example:

- a. **Our laptops and PC’s are password protected and updated with antivirus protection available from trusted software providers.**
- b. **Our employees only access your personal data in so far as it is required to carry out their tasks in line with their respective roles.**

Your rights:

You have the following rights in relation to your Data:

- a. **Right to access** – the right to request copies of the information we hold about you at any time, or that we modify, update or delete such information. If

we provide you with access to the information we hold about you, we will not charge you for this unless your request is unfounded or excessive. Where we are legally permitted to do so, we may refuse your request. If this is the case, we will provide you with the reason why.

b. Right to correct – the right to have your Data rectified if it is inaccurate or incomplete.

c. Right to erase – the right to request that we delete or remove information from our systems.

To make enquires, to exercise any of your rights set out above or to withdraw consent to the holding of your data, please contact us at crownmanagementuk@me.com. If you are not satisfied with the way a complaint you make in relation to your data is handled, you maybe be able to refer your complaint to the relevant data protection authority. The Information Commissioners Office (ICO) contact details can be found on their website <https://ico.org.uk/forthepublic/>.

Changes to this privacy policy.

Crown Management UK Ltd reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be posted on our website and you are deemed to have accepted the terms of the privacy policy on your first use of the website following the alterations.

Dated : 18th June 2018