

# Rossiters Quay Freehold Ltd

## Privacy Policy

Any personal data we process in respect of this policy is undertaken by Rossiters Quay Freehold Ltd ("RQFL") acting as the 'Data Controller'. We can be contacted via Rebbeck Brothers, the Square, Bournemouth, Dorset, BH2 5AN. That is also the address of our Registered Office.

Rebbeck Brothers have been appointed by RQFL as managing agents for Rossiters Quay. In their role as managing agents Rebbeck Brothers will also hold and process your personal data, they also will be acting as a 'Data Controller' and will have their own Privacy Policy.

In this Privacy Policy personal data means any information which could be used to identify you (for example name, address, telephone number and email address) and also information about your occupancy of your property at Rossiters Quay (for example improvement requests).

This Privacy Policy applies whenever we process your personal data in connection with your occupancy of a property at Rossiters Quay. We will only use your personal data for these purposes whether to administer your occupancy of a property or to keep you or other occupiers informed of information relating to Rossiters Quay that we believe you or they as occupiers and shareholders in RQFL should be aware of. We do not use your personal data for marketing purposes nor do we pass it to third parties for their use for marketing purposes.

The only computer system operated by RQFL is its website, RQFL has taken those measures it deems reasonably practicable to do so to protect personal data on the website. The only personal data held on the website in a structured format is your email address. Some personal data is also held in documents such as Board Minutes where the information is relevant to other occupiers of Rossiters Quay. The information disclosed is limited to the minimum required and access is limited only to other occupiers.

If occupiers are in correspondence with specific board members by email then your email address will also be held on their computers which are beyond the control of RQFL.

We collect your personal data whenever you create an account on the RQFL website and whenever you choose to interact with us on a matter pertaining to your occupancy of a property. We may also receive your personal data from the managing agents where it is necessary for RQFL to do so in conjunction with our responsibilities as documented in the lease for your property.

Some categories of personal data are defined as 'sensitive', RQFL does not collect any sensitive data.

To process your personal data RQFL must have a legal basis to do so. These are the reasons

- Contractual Relationship - To use your personal data to properly administer your occupancy of your property
- Legal Obligation - To comply with legal obligations to you and others
- Legitimate Interests - To protect your legitimate interests or those of another person

Your personal data will be held for as long as it is required to fulfil our obligations as the Freeholder of Rossiters Quay.

We may share your personal data with the managing agents of Rossiters Quay to assist us in fulfilling our obligations to you or other occupiers. We may also share such limited information as may be necessary with third parties such as contractors who may for example need to make contact with you to arrange a convenient time for a repair. We may also be obliged by law to provide your personal data to governmental and law enforcement bodies on their lawful demand that we do so.

You may request a copy of your personal data by writing to RQFL via the Managing Agents at the address above.

You may ask for your personal data that we hold to be corrected if you believe there is a mistake in the data. You may also ask for your personal data to be deleted but we will only be able to do this if the request does not conflict with the legal requirements upon us as Freeholders of Rossiters Quay and our obligations to you and other occupiers.

This Privacy Policy may change from time to time as approved by the board of RQFL and the latest version will be published on the RQFL website.

If you have any concerns or complaints about this policy or how we process your personal data then you should inform us via the Managing Agents. IF you are not satisfied with our response you may complain to the Information Commissioner at the ICO. Details can be found here <https://ico.org.uk/>

This Privacy Policy came into effect on May 25<sup>th</sup> 2018