
PRIVACY NOTICE provided by TOTALPOINT LIMITED

This privacy notice explains what personal data we hold about you, how we collect it, and how we use and may share information about you during our management of your property and after it ends. We are required to notify you of this information under the General Data Protection Regulation.

Please ensure you read this 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

Totalpoint Limited 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 Totalpoint Limited.

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 Property Management we collect some or all of the following personal information when you provide it to us:

- Name, Address, Property Address, Home & Mobile Telephone Numbers, E-Mail, Mortgage Company, any other contact information provided to us to assist us in our management of your property.
- Other contact information may include details of any person you may have nominated to deal with your affairs, sub-tenant name and contact details.

The provision of the above information is required from you to enable us to perform our contract as appointed managing agent (or Freeholder) for your property. 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:

- Name, Address & Mortgage Company from your conveyancing solicitor
- Name, Address & Mortgage Details from Land Registry
- Name, Address, Telephone Numbers & Email Addresses from your previous managing agent.
- Name, Address, Telephone Numbers & Email Addresses from the letting agent.

5. HOW WE USE YOUR PERSONAL INFORMATION

We will typically collect and use this information for the performance of a contract we have as the agent (or as freeholder) to manage your property or for collection purposes.

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 routinely share the following categories of personal data:

- Name, address, telephone number, email address, mortgage details.

This personal information may be shared with the following categories of recipients:

- Solicitors for the purpose of debt recovery.
- Your Freeholder (if applicable)
- Accountants – to enable the preparation of year-end financial statements
- Appointed managing agents – if they assist with the management of your property
- Your new managing agent/freeholder (as required)

We may also share some or all of the following categories of personal data:

- Name, Address, Telephone Number & Email

This personal information may be shared with the following categories of recipients:

- Contractors – at your authority to enable them to carry out required works
- Fire, Police, Ambulance or Local Authority
- Utility suppliers

This data sharing enables us to perform our contract as managing agent/freeholder. 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 those of our group companies, 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 name, address, contact details, account details. The period we are required to retain this information is by applicable UK tax law (currently 6 years).

9. REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION

We rely on our Management Agreement with your Freeholder as the lawful basis on which we collect and use your personal data.

10. 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 use 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 those 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 our 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 Commissioner's Office (ICO) on individuals rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please Email, call or write to us. See 'How to Contact Us' below

Let us have enough information to identify you e.g. Full Name, Property Address, Home Address (if not the Property Address).

Let us have proof of your identity and Home 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.

11. 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.

12. 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 the supervisory authority, the Information Commissioner.

13. CHANGES TO THIS PRIVACY NOTICE

This privacy notice was published on 23rd May 2018 and last updated on 23rd May 2018. If it changes we will inform you.

14. DO YOU NEED EXTRA HELP?

If you would like this notice in another format (for example: audio, large print, braille) please contact us.

15. HOW TO CONTACT US

Please contact us in one of the following manners:

- Email: admin@totalpoint.co.uk
- Phone: 01600 860977
- Post: The Green, The Narth, Monmouth, NP25 4RA