

Charles Cox Property Management

Privacy Notice

This privacy notice is provided to demonstrate our transparency by informing you about how and why your personal data is used and to ensure that you are aware of your rights under data protection legislation.

Who we are.

We are Charles Cox Limited, trading as Charles Cox Property Management and we are the Data Controller. We are a company registered in England under number 07432345. Our address is Enterprise Centre, Denton Island, Newhaven, England, BN9 9BA. We can also be contacted at info@charlescox.co.uk or on 01323 894400. This privacy notice is also relevant to Cable Rock Limited, registration number 07555031 and Stoneham Block Management Limited, registration number 13444959.

The purpose for processing your data and our basis for doing so.

As a client (freeholder or freeholding company) we process your personal data for the purpose of providing our property management services (block and estate management). We will process your name and contact details, including your address and the property address. Our lawful basis for processing your personal data for this purpose is Article 6.1.f UK GDPR – legitimate Interest. Our legitimate interest is to provide high quality services to our existing and new clients.

We will also process identity data to verify you as well as financial data such as mortgage details, in accordance with our obligations under the Money Laundering Regulations 2017. We process this data under the lawful basis of Article 6.1.c – legal obligation.

If you fail to provide the information required, we will be unable to provide our services to you.

For the purposes of marketing our services, we use personal data to send marketing emails, the lawful basis for this is Article 6.1.a UK GDPR – Consent. Where we use consent as a lawful basis, you have the right to withdraw that consent at any time by contacting us directly.

We also provide a facility for any individual or company to register an interest in letting a property, or to register a distressed building which is potentially to be sold. We will process names and contact details and our lawful basis for this is Article 6.1.f – legitimate interest. Our legitimate interest is to grow our portfolio of business activities.

Recipients of your data

We may disclose your data to third parties, such as:

- The freeholder or freehold company
- Shareholders of any freehold company
- Any approved consultants, contractors and subcontractors - approved in line with our in house procedures and ARMA regulations.
- Your buildings appointed accountant, if one is place.
- Other leaseholders from the same building/development.
- Association of Residential Managing Agents (ARMA).
- First Tier Tribunal (Property Chamber) FTTPC.
- Solicitors acting for the freeholder or freehold company.
- Any insurance company or broker connected with your building/development.

- It is possible, that we would be obliged to disclose personal information in response to a court order or other lawful obligation.
- Our external accountants will have some limited access to your personal data through the preparation of our accounts.
- If you do not pay your bills, we may choose to engage a third party to recover any money you owe us.

We use third parties to process personal data on our behalf. These include email and document storage, rental administration platforms, electronic signature, and accounting platforms, IT managed service providers and property management organisations, video conferencing and webhosting.

Transferring your data outside of the UK

Your personal data is stored in the UK and in the EU. The transfer to the EU is in accordance with the EU – UK Adequacy requirements.

Retention periods

The data we collect directly from you is the minimum we require to facilitate the lawful processing described above. Personal data placed on our system will be deleted in accordance with legal obligations, such as HMRC rules (7 years for financial information) or legal contractual rules or sector specific regulation. We will only retain your data for 6 months outside of these requirements once your contract has terminated. If you consent for us to process your data for the purpose of marketing, we will continue to process your data for that purpose until consent is withdrawn.

Any personal data processed for the purposes of conducting due diligence for anti-money laundering reason is retained for 5 years.

Your rights

The UK GDPR provides you with several rights in relation to the data of your we process. The rights relevant to our activities are:

- You have the right to get access to and copies of your personal data.
- You can ask us to rectify any inaccurate information we may be holding.
- You can request we restrict our processing of your data.
- You have the right to request erasure of your data which has been processed by consent or legitimate interest.
- You have the right to object to processing we undertake under a legitimate interest basis.

If you want to exercise any of these rights, please contact us using the above contact details.

You also have the right to lodge a complaint about our processing with a supervisory authority — the UK's Information Commissioner's Office.

The Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow,
Cheshire SK9 5AF.
Helpline number: 0303 123 1113