

# 18 – PRIVACY & GDPR

## PRIVACY & GDPR – V1.3 – October 2023

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

Please ensure you read this notice (sometimes referred to as a “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

Evolve Block & Estate Management Ltd collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulations 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:

**Evolve Block & Estate Management Ltd**  
**24a Southampton Road**  
**Ringwood,**  
**BH24 1HY**

### 2. DATA PROTECTION PRINCIPLES

We will comply with the data protection principles when gathering and using personal information, as set out in GDPR data protection policies

### 3. THE PERSONAL INFORMATION WE COLLECT AND USE - INFORMATION COLLECTED BY US

In the course of block management we collect the following personal information when you provide it to us:

- Name, Contact Details (Address, Property Address, Home and Mobile Telephone Numbers, E-Mail Address, Mortgage Details Etc)

Ringwood: 01425 206595  
Southampton: 02382 359810  
Weymouth: 01202 800456  
London: 020 37 639639



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\* Details for Your Tenants Including Name, Contact Details (Property Address, Home and Mobile Telephone Numbers, E-Mail Address)

\* Call recording data from incoming and outgoing calls, for training and quality purposes.

The provision of Name, Address, E-Mail Address, Phone Numbers, Tenant Details is required from you to enable us to perform our contract as managing agent appointed for and on behalf of our clients. 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, Contact Details (Address, Property Address, Home and Mobile Telephone Numbers, E-Mail Address, Mortgage Details Etc) from our client, Land Registry, Handover from Previous agents.

## 5. HOW WE USE YOUR PERSONAL INFORMATION

We will typically collect and use this information for the following purposes:

- For the performance of a contract you have with our clients and pursuant to which we are appointed as their agent.

(and/or)

- For the purposes of our legitimate interests or those of a third party, but only if these are not overridden by your interests, rights or freedoms.

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, Contact Details (Address, Property Address, Home and Mobile Telephone Numbers, E-Mail Address) This personal information may be shared with the following categories of recipients:
- Accountants, Contractors, Solicitors, Debt Collectors, Insurance Brokers, Fire Authority, Client, Software provider, Out of Hours Service Providers.

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This data sharing enables us to perform our contract as managing agent.

We will share personal information with law enforcement or other authorities if required by applicable law. We will not share your personal information with any other third party.

## 7. CHANGES TO THE PRIVACY NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us. For example, if you change your email address, name or other contact information, please let us know the correct details by sending a letter to the “relevant” Data Controller to our registered address. You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

## 8. WHERE YOUR PERSONAL INFORMATION MAY BE HELD

Information may be held at our offices 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 the information we hold under GDPR data protection policies. Or, for example, a set number of years after a data subject ceases to be a lessee in that development.

## 9. HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

We will hold Name, Contact Details (Address, Property Address, Home and Mobile Telephone Numbers, E-Mail Address, Mortgage Details Etc) for the period we are required to retain this information.

Article 5 (e) of the GDPR states personal data shall be kept for no longer than is necessary for the purposes for which it is being processed. There are some circumstances where personal data may be stored for longer periods.

## 10. REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION

We rely on performance of contract as the lawful basis on which we collect & use your personal data.

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## 11. YOUR RIGHTS

Under the General Data Protection Regulations, 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 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 individual's rights under the General Data Protection Regulation. If you would like to exercise any of those rights, please:

- email, call or write to us
- let us have enough information to identify you (eg full name, address and property address)
- let us have proof of your identity and 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

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## 12. 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.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## 13. 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 Regulations also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

## 14. CHANGES TO THIS PRIVACY NOTICE

- This privacy notice was published on 25<sup>th</sup> May 2018 – V1.0
- May 2020 – Reviewed and added Section 7 – V1.1
- Sept 2020 – Reviewed & amended Section 9 - V1.2
- Oct 2023 – Reviewed & amended Section 3 – V1.3 – Call Recording

We may change this privacy notice from time to time, and when we do we will inform you.

EVOLVE  
BLOCK MANAGEMENT

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