



**Residential  
Services**

Part of the Land Trust

# LAND TRUST RESIDENTIAL SERVICES LIMITED PRIVACY NOTICE

<b>Date Created</b>	<b>March 2018</b>
<b>Author</b>	<b>Judith Ray</b>
<b>Date Approved by GDPR Group</b>	<b>May 2018</b>
<b>Date Approved by SLT</b>	<b>May 2018</b>
<b>Next Review Date</b>	<b>August 2023</b>
<b>Owner</b>	<b>Judith Ray</b>

At Land Trust Residential Services Limited, we are committed to protecting your personal information. This notice explains how, when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others and how we secure it.

### **Who we are**

Land Trust Residential Services Limited a wholly owned subsidiary of the Land Trust will maintain the green spaces on your behalf, enhancing the green community spaces that you contribute to through your service charge.

Land Trust Residential Services Limited (part of the Land Trust group) Company Registration No: 09974102; Data Controller No: ZA180953.

The Land Trust is registered as the Land Restoration Trust: Company Registration No: 5077263; Registered Charity No: 1138337; Office of Scottish Charity Regulator No: SC043833.

The registered address of the organisation is 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB.

### **How do we collect information from you?**

We collect information from you when you:

- contact us about our services
- visit our websites
- are party to a contract with us
- register to receive marketing information
- register for a training course
- register for volunteering
- visit a space/site managed by us which is monitored by CCTV

### **How do we collect information about you?**

We collect information about you when you purchase a property that is subject to a service charge for the management of the community green spaces. The source of your personal information is either:

- the property developer
- the Land Registry
- the solicitor(s) involved in the sale/purchase

### **What type of information is collected from you?**

We process personal information relevant to the above purposes/reasons. This may include:

- personal details
- family details
- lifestyle and social circumstances
- financial details
- education and employment details
- visual images.

If you register for volunteering, or training courses we may also process sensitive classes of information that may include:

- physical or mental health issues
- racial or ethnic origin
- religious or other beliefs of a similar nature
- criminal offences

### **Lawful basis for processing your data**

The lawful basis for processing your personal information with regard to the administration of the service charge for the management of the community green spaces is contractual.

- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract

If you register for volunteering or training courses then the lawful basis for processing your personal information is consent.

- the data subject has given consent to the processing of his or her personal data for one or more specific purposes;

### **How is your information used?**

We need to process your basic personal data in order to collect the service charge for the management of the community green spaces. We will not collect any personal data from you that we do not need to provide and oversee this service to you.

All personal data we hold about you will be used in accordance with the General Data Protection Regulations and for the following purposes:

- provide you with the services or information you have requested;
- record any contact we have with you and to provide you with the most relevant and tailored communications;
- raise invoices;
- process payments, including direct debit payments;
- manage your account.

### **How long will we keep your information?**

We will retain your personal information for as long as you have an active relationship with Land Trust Residential Services Limited and retain ownership of the property subject to the service charge. If you sell the property we are required under UK tax law to keep your basic personal data (name, address) for a minimum of 7 years after which time it will be destroyed. Further information on our retention schedule can be found in our data retention policy which is available on request.

### **Who has access to your information?**

We do not share your personal information with other organisations, other than third party service providers working on our behalf, without your prior consent unless we are required to do so by law,

for example, by a court order or for the purposes of prevention of fraud or other crime. When using service providers we only share the personal information required to deliver the service and we have legal contracts in place ensuring that your information is secure and only used for the purposes it was collected and is not used for their own marketing purposes.

If you are using our resident's portal to make payments, your payment will be processed by a third party payment provider, who specialises in the secure online capture and processing of credit card transactions.

Where necessary or required we share information with:

- your family members, associates or representatives
- employees
- providers of goods and services
- educator and examining bodies
- financial organisations
- business associates and professional advisers
- police forces
- local and central government
- other companies in the same group as the data controller

### **Data Portability**

In some circumstances, you can obtain a copy of the personal information provide by you in a commonly used electronic format which can be used for your own purposes across different services.

A data portability request can be made by contacting us:

- by email: [dpo@thelandtrust.org.uk](mailto:dpo@thelandtrust.org.uk)
- or by post: FAO Data Protection Adviser, Land Trust Residential Services Limited, c/o The Land Trust, 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB,
- or by Telephone: 01925 852005

### **Right to restrict processing**

The right to restrict processing stops us using or sharing your personal information, but not storing it, unless:

- you have given your consent
- use or sharing of your personal information is necessary for a legal reason

To exercise your right to restrict processing please contact us:

- by email: [dpo@thelandtrust.org.uk](mailto:dpo@thelandtrust.org.uk)
- or by post: FAO Customer Services, Land Trust Residential Services Limited, c/o The Land Trust, 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB,
- or by telephone 01925 852005

You will receive a response to the request within one calendar month.

## Right to rectification

If at any point you believe the personal information we process about you is incorrect you can request to have it corrected.

To exercise your right to rectification please contact us:

- by email: [dpo@thelandtrust.org.uk](mailto:dpo@thelandtrust.org.uk)
- by telephone: 01925 852005
- by post: FAO Data Protection Adviser, The Land Trust, 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB

You will receive a response to the request within one calendar month.

## Withdrawal of consent

We will only contact you for marketing purposes if you have given your prior consent. You will only be contacted in the manner requested e.g. post, email, telephone.

You can, at any time, withdraw your consent to receive marketing information, by contacting us:

- by email: [dpo@thelandtrust.org.uk](mailto:dpo@thelandtrust.org.uk)
- or by post: FAO Customer Services, Land Trust Residential Services Limited, c/o The Land Trust, 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB,
- or by telephone: 01925 852005

## Right to be forgotten/erasure

You have the right for the personal information we process about you to be erased.

To exercise your right to be forgotten please contact us:

- by email: [dpo@thelandtrust.org.uk](mailto:dpo@thelandtrust.org.uk)
- by telephone: 01925 852005
- by post: FAO Data Protection Adviser, The Land Trust, 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB

Your request will be actioned as soon as possible.

## How you can access your personal data

### 1. Subject Access Request

You have the right to request a copy of your personal information by making a Subject Access Request. The request must be made in writing.

Two forms of proof of identity is required and should include your name and current address. Please provide one from each of the sections below:

**Section 1:** Birth certificate, Passport, Driving Licence

**Section 2:** Utility Bill (from last 3 months); Current Vehicle Registration document; Bank statement (from last 3 months); Rent book (from last 3 months)

The Subject Access Request will be processed within a month of receipt of proof of identity.

If you would like to make a Subject Access Request please contact us:

- by email: [dpo@thelandtrust.org.uk](mailto:dpo@thelandtrust.org.uk)
- or by post: FAO Data Protection Adviser, Land Trust Residential Services Limited, c/o The Land Trust, 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB,
- or by Telephone: 01925 852005

You will receive a response to the request within one calendar month.

## **2. Resident's portal**

If you are a resident on one of our sites you can access and update your information using our resident's portal. To register for the resident's portal we need you to provide us with your email address as this is used for authorisation purposes during the registration process.

When you register to use the resident's portal, you will be supplied with a temporary password to access your personal information, we strongly suggest you change this to something memorable. You are responsible for keeping this password confidential and we ask that you don't share this password with anyone.

### **Security precautions in place to protect the loss, misuse or alteration of your information**

Land Trust Residential Services Limited takes the care of your data seriously and undertakes to protect your personal information in a range of ways including secure servers, firewalls and SSL encryption. Any personal information transferred between locations will be both encrypted and password protected.

When you use are resident's portal to pay your service charge, your payment is processed by a third party payment processor, who specialises in the secure processing of debit card payments.

We cannot guarantee the security of any information you transmit to us via email or over the internet, and you do so at your own risk. Once we receive your information we treat the security of your personal information very seriously.

### **Profiling**

We do not use your personal information for automated decision making or profiling purposes.

### **Use of 'cookies'**

We do not use cookies on our websites to collect personal information however we do use third party cookies to analyse our site traffic. We share information about the use of our site with google analytics who may combine it with other information you have provided to them or that they have collected through your use of their other services.

Third party cookies will only be enabled on our website with your consent. Once you have given your consent the cookie will remain active for 24 hours which means if you visit the site again in this time period you will not be asked again. Once the cookie has expired the cookie consent notice will again appear at the bottom of the screen.

### **16 or under**

We are concerned about and strive to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent / guardian's permission before you provide us with personal information.

### **Transferring your information outside Europe**

Land Trust Residential Services Limited does not operate outside of the United Kingdom. All your personal data is processed by our staff in the UK. The resident's portal is hosted by data centres located in the UK.

### **Contact our Data Protection Adviser**

If you feel that we have infringed your rights when processing your personal data, you can contact our Data Protection Adviser who will investigate the matter.

Our Data Protection Adviser can be contacted as follows:

- by email: [dpo@thelandtrust.org.uk](mailto:dpo@thelandtrust.org.uk)
- or by post: FAO Data Protection Adviser, Land Trust Residential Services Limited, c/o The Land Trust, 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB
- or by Telephone: 01925 852005

### **Complain to the Supervisory Authority**

If you are not satisfied with our response or believe that we are not in accordance with the law when processing your personal data you can lodge a complaint with the Information Commissioner's office (ICO).

The Information Commissioner's Office can be contacted as follows:

- Telephone: 0303 123 1113
- Website: <https://ico.org.uk/concerns/>

### **Review of this notice**

We keep this notice under regular review. The notice was last reviewed in August 2022.