

St Luke's Park Privacy Notice

Data Controller [in charge of and responsible for the processing of your personal information]

Countryside Properties (UK) Limited incorporated and registered in England and Wales with company number 00614864 whose registered office is at Countryside House, The Drive, Great Warley, Brentwood, Essex CM13 3AT ("CP"); Data Controller No: Z5712732

Data Processor [processing your personal information at the instruction of the data controller]

Land Trust Residential Services Limited incorporated and registered in England and Wales with company number 09974102 whose registered office is at 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB

Data Protection Contact

Contact details:

- Post: Countryside Properties (UK) Limited, Countryside House, The Drive, Great Warley, Brentwood, Essex CM13 3AT
- Email: data.protection@vistry.co.uk

Who we are

The Land Trust group is The Land Restoration Trust t/a the Land Trust and its subsidiaries [Land Trust Residential Services Limited, Beaulieu Estate Management Limited and Osprey Quay Management Services Company Limited], incorporated and registered in England and Wales with company number 05077263 whose registered office is at 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB; Registered Charity No: 1138337; Office of Scottish Charity Regulator No: SC043833.

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

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.

What type of information is collected from you?

We may collect or use the following personal information to administer the service charge for the management of the community green spaces and allow us to fulfil our contractual obligations to Countryside Properties (UK) Limited:

- Names and contact details
- Addresses
- Payment details (bank information for collecting direct debits)

We collect or use the following personal information for dealing with enquiries or complaints:

- Name and contact details

- Account information

Lawful basis and data protection rights

Our lawful basis for collecting or using your personal information is as a managing agent and/or collection agent appointed to undertake the duties of a management company or management companies pursuant to occupational leases and transfers and/or to collect services charges and/or ground rents on behalf of Countryside Properties (UK) Limited is:

- **Contract** – we have to collect or use the information for the performance of a contract with you or to take steps to enter into a contract.

All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Data Protection Rights Requests

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your 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 or use/sharing of your personal information is necessary for a contractual/legal reason.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request please use the contact details at the top of this privacy notice.

- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time.

To withdraw consent please contact us using the contact details below:

- by email: mail@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: 0300 3230 170.

Where we get personal information from

From you when you:

- contact us about our services

- register to receive marketing information
- visit a space/site managed by us which is monitored by CCTV

From others:

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

How long will we keep your information?

We will retain your personal information for as long as you have an active relationship with Countryside Properties (UK) 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.

Sharing information outside UK

Where necessary, we may transfer personal information outside of the UK. When doing so we comply with the UK GDPR, making sure appropriate safeguards are in place. The UK Government has adequacy decisions in place with some countries where their data protection regimes provide equivalent and adequate safeguards to allow personal information to be transferred to those countries without additional requirements. When we transfer personal information to the US we ensure that the suppliers have registered with the UK-US data bridge.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to Countryside Properties (UK) Limited using the contact details at the top of this privacy notice.

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:

- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- Helpline number: 0303 123 1113
- Website: <https://www.ico.org.uk/make-a-complaint>

Review of this notice

We keep this notice under regular review. The notice was last reviewed in May 2025.