

## Privacy Notice – Scanlans Consultant Surveyors LLP

**We are Scanlans Consultant Surveyors LLP (company number: OC348425) of Boulton House, 17-21 Chorlton Street, Manchester, England, M1 3HY.** We act as a data controller in respect of your personal data.

Where we provide receivership services in respect of your property we act as a joint controller in respect of your personal data along with the insolvency practitioner who has been appointed by a lender which holds a charge in respect of your property (such lender being referred to in this policy as the **Lender**) to provide receivership services in respect of your property (**Practitioner**). In such circumstances the Lender will also act as a separate data controller in respect of your personal data.

Where we provide any other services in respect of your property, we act as a data controller in respect of your personal data, along with the owner or lender (**Appointer**) who has appointed us (where applicable) to provide the relevant services, who in such circumstances also acts as a data controller in respect of your personal data.

In this policy, we will refer to your property as the **Property**.

If you have any queries in respect of your personal data or this policy you can contact us by writing to us at the above address, calling us on 0121 705 5000 or emailing us at [tracey.rose@scanlans.com](mailto:tracey.rose@scanlans.com).

**This notice sets out how we will use your personal data as part of the services we provide in respect of the Property.** Please ensure that you have read and understood this notice and keep a copy for future reference.

**We may collect and hold the following personal data about you:** your name, address, email address, phone number, bank details, vehicle registration, images of you captured on CCTV (if installed at the Property) and records of any correspondence and telephone calls we have had with you in respect of the Property/our services. We may receive this directly from you, the Practitioner, the Lender or the Appointer (as applicable) (or their agents). To help us keep your data accurate, please let us know if there are any changes to your personal data.

**We use your personal data to perform a contract with you, to comply with our legal obligations and for our legitimate interests.** We use the personal data set out above to provide our services to you/the Appointer/the Lender (for example, using your payment details to collect and process rent, service charge and associated payments, using your name and contact details to ensure we can arrange access to your property, to provide updates and information in respect of the Property and our services, to keep records and deal with necessary Property-related documentation). We may use records of correspondence and telephone calls with you for our own internal purposes of improving our services or for the defence of legal action on the basis of our legitimate interests. Where possible, we will seek to anonymise your personal data before doing so.

**We may also send you marketing communications from time to time by post or email.** We will only do this if you have opted in to receiving marketing communications and provided your name, email address and/or address for this purpose or where you are already receiving our services and we believe that we have a legitimate interest in sending such communications to you (such legitimate interest being generating business for our group and consolidating existing customer and service recipient relationships). In such circumstances we will process your personal data to contact you with news and information which may be of interest to you and/or future events (as applicable) in respect of both us and companies in our group (including Scanlans Property Management LLP and PAD Residential (Fitton Business Agency Limited)). You have the right to withdraw your consent to, or where we rely on our legitimate interests, object to, us using your personal data in this way at any time and can do so by contacting us using the details below or following the “opt-out” link in any email marketing communication we send to you.

**We do not transfer any of your data outside of the European Economic Area.**

**We will share some of your personal data with selected third parties.** This will include our contractors who need to know your information to carry out work at the Property, where applicable (building, electrical, plumbing, general maintenance, parking enforcement etc.), Scanlans FM Limited (a company within our group), our IT service provider, our email platform provider, credit reference agencies and third parties who operate data storage/management systems on our behalf. Full details of such third parties can be provided on request (using the contact details above). We may also be required by law or regulation to share your personal data with HM Revenue & Customs and other regulatory authorities. If we send you marketing communications which include information relating to the products/services of, or events operated by, companies in our group we may, with your consent, share your name and the contact details provided by you with the group company in respect of which you have indicated an interest.

**We will retain and process your personal data for such time as our engagement continues in relation to the Property (or if shorter and where applicable, for as long as you are resident at such Property) and for a period thereafter to comply with necessary administrative formalities.** After our engagement ceases or we have confirmed that you are no longer resident at the Property (if applicable), we will continue to hold your personal data for up to 15 years after you leave the Property/our engagement ceases for administrative and accounting reasons. In the case of CCTV imagery, if applicable, recordings are retained for no longer than 31 days. In the case of call recordings, recordings are retained for up to 18 months following collection.

**We have put in place appropriate security measures to protect your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.** In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such information. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

**You have the following rights in respect of the personal data we hold about you:** (i) a right of access to such data; (ii) a right to object to processing that is likely to cause or is causing you damage or distress; (iii) a right to prevent processing for direct marketing; and (iv) a right to have inaccurate personal data rectified, blocked, erased or destroyed. If you wish to exercise any of these rights, please contact us using the details set out above. You also have a right to lodge a complaint with the Information Commissioner's Office (ICO) but we request that you contact us before escalating any complaint to the ICO.

**Our data protection officer can be contacted at the above address and telephone number and by email to: [tracey.rose@scanlans.com](mailto:tracey.rose@scanlans.com).**

**We may update this policy from time to time** to reflect changes in the way we use your personal data or legal/regulatory requirements. If we do update this policy, we will let you know by sending a copy of the updated policy to you.