

Privacy Notice

Who is this Privacy Notice from?

We are Broadoak Management Limited, a privately owned property management business incorporated in England, whose company number is 06227352. Our registered office is Unit 7, Hockliffe Business Park, Hockliffe, Bedfordshire LU7 9NB.

Who does this Privacy Notice apply to?

This Notice applies to our customers and clients (including but not limited to leaseholders/freeholders, tenants, renters and residents).

What is this Privacy Notice about?

This privacy notice explains how we (the data controller) will use any personal data collected from you (the data subject) in our capacity as Managing Agent for your development and after it ends. We are required to notify you of this information under the General Data Protection Regulation.

It also covers the personal data we receive from third parties, such as:

- Solicitors acting in the purchase/re-mortgage of a home on a development we are instructed as managing agent.
- Landlord/Resident Management Company or their outgoing agents (where we are appointed as the new managing agent)
- Publicly accessible sources (e.g. Land Registry) if we have lost touch with you and are trying to find you.
- Solicitors who have been appointed to recover service charge or ground rent debt.
- Billing providers for developments containing communal heating systems.

What personal data do we collect about you?

- Your name
- The address of the property you own (on the development where we are appointed Managing Agent)
- Your contact address (if this is different from the above)
- Your contact telephone numbers
- Your contact email address
- Your mortgage account details
- Bank account information (if you chose to pay service charge and/or ground rent by direct debit)
- Name and contact details for renters who live in a leasehold property (on a development where we are appointed Managing Agent)
- Account information from communal heating system billing provider.

What is the Legal Basis for us to use your personal data?

We collect and use personal data for the performance of our Contract as Managing Agent for your development.

We have a Legal obligation to share your personal data if required to do so, for Police Investigation or Court Order.

We seek to ensure that our information collection and processing is always proportionate and we will notify you of any material changes to information we collect, or the purposes for which we collect and process it.

Who we share your personal information with?

- The Freeholder or the Directors of the company for whom we are under Contract to act as Managing Agent. (*We will always query the use of the data to ensure the reason is 'legitimate interest' before giving this to them and ensure they have adequate protection in place to store your data*)
- Auditor/accountancy firm
- Company secretarial services provider
- Solicitors collecting service charge and ground rent debt.
- Solicitors acting in the sale of a data subjects home on a development we manage
- Insurers (and their agents) for administering claims
- Customer support "Out of Hours" provider for maintenance emergencies
- Direct debit bureau (*in the event that you would like to pay your service charge and ground rent by direct debit*)
- Maintenance contractors (*We will always try to contact you beforehand*)
- Billing providers for developments containing communal heating systems
- IT software systems, platform support and cloud hosting services

Broadoak third party service providers are not permitted to share or use personal information that Broadoak makes available to them for any other purpose than to provide their service. When Broadoak outsources any process, we will ensure any supplier has adequate security measures in place.

Keeping your personal data safe

The security of your personal information is very important and Broadoak is committed to protecting the information we collect. We maintain administrative, technical and physical safeguards designed to protect the personal information you provide or we collect against accidental, unlawful or unauthorised destruction, loss, alteration, access, disclosure or use.

Broadoak stores personal information only for as long as it is necessary for the fulfilment of the purpose for which the personal information was collected, unless otherwise required or authorised by applicable law. We take measures to destroy or permanently de-identify personal information if required by law or if the personal information is no longer required for the purpose for which we collect it.

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the (EEA) who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. Countries outside of the (EEA) and the United Kingdom are not protected by the same data protection laws. By submitting your personal data, you agree to this transfer, storing or processing. Broadoak Management Limited will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy notice.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try and prevent unauthorised access.

How to keep your personal data up to date

Broadoak Management Limited need to ensure that your personal data is accurate and up to date. Please tell us if your details change (for example, if you move address). In addition, you have rights under data protection law to have inaccurate personal data corrected and incomplete data completed. For more information on your rights, please see below.

Your Rights

Under the General Data Protection Regulation you have a number of important rights. In summary, those rights include:

- Fair processing of data and transparency over how we use your personal information.
- Access to your personal data 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 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 significant affect to you.
- Object in certain situations to our continued processing of your personal information.
- Otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of these rights, including circumstances in which they apply, please see Guidance from the UK Information Commissioners Office (ICO) on the individual's right under the General Data Protection Regulation.

Information automatically collected from your computer when you visit our website

When you visit our website, our server does not automatically record your IP address.

You are not required to provide any personal information on the public areas of this website. However, you may choose to do so, by completing the form on the "Contact Us" section, providing us with personal data so that we may respond to your request for assistance.

We will only use the information you provide for the purpose indicated on the form, for example:

- To respond to requests for information or to answer enquires
- To register a repair that is required on a development managed by us

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are stored on your computer to collect information about the general use of the site in order to make the website work, or work more efficiently and to provide statistical data about users' browsing actions and patterns.

We use cookies to

- Remember your browsing preferences when you visit the site that can give you a better experience
- To collect anonymous statistical information about the way you use the website so that we can improve the way the website works

These cookies are non-intrusive and are used on most web sites. None of your personal details are held in these cookies. The table below sets out the details about the cookies we use and why.

Cookie Domain	Cookie Name	Purpose
Cookie Law Info	cookielawinfo-checkbox-necessary	Set by the GDPR Cookie Consent plugin, this cookie is used to record the user consent for the cookies in the "Necessary" category
Cookie Law Info	cookielawinfo-checkbox-non-necessary	Set by the GDPR Cookie Consent plugin, this cookie is used to record the user consent for the cookies in the "Non-Necessary" category
Google Analytics	_utma	This cookie is set by Google Analytics and is used to distinguish users and sessions. The cookie is created when the JavaScript library executes and there are no existing _utma cookies. The cookie is updated every time data is sent to Google Analytics
Google Analytics	_utmc	The cookie is set by Google Analytics and is deleted when the user closes the browser. It is used to enable interoperability with urchin.js, which is an older version of the Google Analytics and is used in conjunction with the _utmb cookie to determine new sessions/visits.
Google Analytics	_utmz	Google Analytics sets this cookie to store the traffic source or campaign by which the visitor reached the site.
Google Analytics	_utmt	Google Analytics set this cookie to inhibit request rate.
Google Analytics	_utmb	Google Analytics sets this cookie, to determine new sessions/visits. _utmb cookie is created when the JavaScript library executes and there are no existing _utma cookies. It is updated every time data is sent to Google Analytics.

Cookies – Updating your Settings

You do not need to allow your browser to access cookies in order to browse much of our website. If cookies are disabled then although the core features of the Website will work, some functionality of the Website may be affected.

To disable cookies, select 'Tools / Internet Options / Privacy' from your Internet browser then select the 'override automatic handling' option from the advanced dialogue box.

To find out more about the way cookies work, how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

Marketing from Broadoak Management Limited

Broadoak Management Limited will only use your personal data for reasons already detailed in this privacy notice.

Broadoak Management Limited will not sell your personal data under any circumstances.

Subject Access Request/s (SAR)

If you would like to request the data that we hold on you, this must be made in writing. Please address this for the attention of the Data Protection Officer and post or email your request to the contact details shown below:

Please write to:

Please email:

Data Protection Officer Broadoak Management Limited Unit 7 Hockliffe Business Park Hockliffe Bedfordshire LU7 9NB	dataprotection@broadoakmanagement.co.uk
--	--

The maximum time we will take to respond to your request will be one calendar month from the date the request is received.

There will be no fee for (SAR) unless they are found to be manifestly unfounded, excessive or repetitive. The fee will be quoted after an initial inspection of the request has taken place. Once accepted and we have received payment, the (SAR) will be completed.

Data Protection Complaints

If you wish to make a complaint about how your personal data is being processed by Broadoak Management Ltd as your data controller, you can contact us as follows:

Please write to:

Please email:

Data Protection Officer Broadoak Management Limited Unit 7 Hockliffe Business Park Hockliffe Bedfordshire LU7 9NB	dataprotection@broadoakmanagement.co.uk
--	--

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you the 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 whose contact details are shown below:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
<https://ico.org.uk/concerns/>

Broadoak Management has been registered with the Information Commissioners Office since 2008. Our Registration Number is Z1408916.

Changes to this privacy notice

This notice was last updated on 15 October 2021. Broadoak Management Limited may amend this privacy notice from time to time to keep it up to date or to comply with Legal or Contract requirements. If you have access to the internet, you should regularly check this privacy notice and our Terms and Conditions at www.broadoakmanagement.co.uk for updates. If necessary, you may be notified of changes. Your contact details (as previously described) would be used for this purpose, based on the legal basis of Contract for compliance.