

RE: General Data Protection Regulation (GDPR) – Message from MPM Ltd

MPM Ltd is the trading name of Mapperley Property Management Limited, of 8 Nightingale House, Ockbrook Drive, City Heights, Mapperley, Nottingham NG3 6AT.

As a client or contactor of Mapperley Property Management Limited we wanted to make you aware of our privacy policy that has been updated in line with the new data protection laws under General Data Protection Regulation (GDPR) and will take effect on 25 May 2018. Please see this below.

Please also note:

- The information we collect, and process is required for us to be able to perform our contractual obligations.
- We do not sell your personal data.
- We may share your personal data with another party, including a mortgage broker, a lender, a bank or an IFA, so long as we are able to determine that the other party is acting on your behalf.
- We keep your personal data only for as long as necessary.

For the purposes of the GDPR and UK data protection laws, the controller is Mapperley Property Management Limited, 8 Nightingale House, Ockbrook Drive, Mapperley, Nottingham NG3 6AT.

Kind regards,

Neil Healey (Director)

Mapperley Property Management Limited

MAPPERLEY PROPERTY MANAGEMENT **LIMITED - PRIVACY NOTICE**

What is the purpose of this notice?

To describe how we collect and use personal data about you in accordance with the General Data Protection Regulation (GDPR).

What we need

Mapperley Property Management Limited will be what's known as the "Controller" of the personal data you provide to us. We only collect basic personal data about you which does not include any special categories of personal information about you (known as Special Category Data). This does however include name, address, e-mail, telephone number and financial information.

Why we need it

We need to know your basic personal data in order to carry out our obligations in accordance with the Contract of Services. We will only collect personal data from you to allow us to legitimately discharge our contractual obligations to you.

What we do with it

We only ever use your personal data with your consent, or where it is necessary:

- to enter into, or perform, a contract with you
- to comply with a legal duty
- to protect your vital interests
- for our own (or a third party's) lawful interests, provided your rights don't override these.

In any event, we'll only use your information for the purpose or purposes it was collected for (or for closely related purposes).

We may process personal information for certain legitimate business purposes, which include some or all of the following:

- where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our customers
- to identify and prevent fraud
- to enhance the security of our network and information systems
- to provide postal communications which we think will be of interest to you

Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard and take account of these rights at all times.

When we process your personal data for Our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests - we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You have the right to object to this processing if you wish, and if you wish to do so please contact our firms Data Protection Officer. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

Where we keep it

We are based in the UK and we store our data within the EU. Some organisations which provide services to us may transfer personal data outside of the EU, but we will only allow them to do if your data is adequately protected.

For example, some of our systems use Microsoft products. As a US company, it may be that using their products result in personal data being transferred to or accessible from the US. However, we will allow this as we are certain personal data will still be adequately protected (as Microsoft is certified under the USA's Privacy Shield scheme).

How long we keep it

We will only use and store information for so long as it is required for the purposes it was collected for and in line with HMRC statutory rules and guidelines. How long information will be stored depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing e-mails, we will stop storing your e-mails for marketing purposes (though we'll keep a record of your preference not to be e-mailed).

We continually review what information we hold and delete what is no longer required. We will not retain your data for any longer than necessary and the longest time that we will hold your data will be six years following the financial year to which it relates.

What are your rights?

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a data subject access request)
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- the right to have inaccurate data rectified
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically based on your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you wish to raise a complaint on how we have handled your personal data, you can contact **Neil Healey on 0115 960 7410** who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office, the UK supervisory authority for data protection issues.