

Hurst Riverside Lands Limited

Privacy Policy – 10 July 2024

Our contact details

Name: Hurst Riverside Lands Limited

Address: PO Box 119b, East Molesey, Surrey KT8 1YB

Website: <https://hurstriverside.co.uk/>

E-mail: enquiries@hurstriverside.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Names, correspondence address, telephone number and email of property owners (shareholders)
- Annual maintenance charge payment history
- Copies of correspondence

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for the following reason:

- To register you as a company shareholder when you first purchased a property within the estate

We also receive personal information indirectly, from the following sources in the following scenarios:

- New residents' data is most often provided to us via a solicitor when a property within the estate is initially purchased

We use the information that you have given us in order to:

- Enable us to process and send out annual invoices for estate maintenance

- For the purposes of general correspondence in relation to the estate maintenance services we provide
- To fulfil our contractual and legal obligations towards our shareholders

We share personal information with the following types of third parties where there is a legitimate business reason to do so:

- Estate maintenance and garden contractors
- Accountants/auditors
- Solicitors/debt collection agencies

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- We have a contractual obligation.

How we store your personal information

Your information is securely stored on the personal computers of Hurst Riverside Lands Ltd Board members and in selected secure online data storage services. Hard copies of certain documents are stored under lock and key.

We keep names, correspondence addresses, telephone numbers and email addresses, copies of correspondence and the payment history of property owners for as long as they remain shareholders or for as long as a maintenance charge remains outstanding. We will then dispose of your information by deleting it securely from our IT systems or shredding any hard copies.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at enquiries@hurstriverside.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at enquiries@hurstriverside.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>