

Advance Manor Walks Limited: Privacy Notice

How we handle your information

Everyone working for Advance Manor Walks Limited has a legal duty to keep and process information about you in accordance with the law. This document aims to explain why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We collect and process personal information about Manor Walks tenants and prospective tenants to enable us to enter into, administer and manage tenancy agreements, maintain accurate tenancy records and meet our legal, regulatory and financial obligations. We keep records in both paper and electronic formats, including within our finance systems.

The day-to-day management of Manor Walks is carried out on our behalf by Workman LLP, our appointed property management company. As part of these responsibilities, Workman undertakes tenant due diligence checks, manages operational property records and administers services relating to the occupation and management of the centre. Advance Manor Walks retains only the personal information necessary to manage the tenancy relationship and fulfil its obligations as landlord.

These records may include:

- Your name, business name, contact details and correspondence address.
- Information relating to your tenancy agreement, including lease details, rent, service charges and payment records.
- Records of communications between you, Workman LLP and Advance Manor Walks in connection with your tenancy.
- Financial information necessary to administer your tenancy and manage payments.
- Information relating to tenancy administration, compliance, disputes, complaints or other matters relevant to the landlord and tenant relationship.

Workman LLP, as the appointed property management company for Manor Walks, maintains the majority of operational records associated with the management of the centre. This may include tenant due diligence checks, identity verification documents, credit assessments, maintenance records, health and safety documentation and CCTV records.

Advance Manor Walks does not routinely retain copies of this information and will generally only receive information necessary to administer the tenancy and fulfil its obligations as landlord.

What is the information used for?

Your information is used principally to enter into, administer and manage tenancy agreements, manage the landlord and tenant relationship, and fulfil our legal, regulatory and financial obligations. It is important that the information we hold is accurate and kept up to date to ensure we can effectively administer your tenancy and communicate with you regarding matters relating to your occupation of Manor Walks.

As part of the tenancy application process, Workman LLP, acting on our behalf, may undertake identity verification, credit and other due diligence checks to assess applications for tenancy. Advance Manor Walks will generally only receive and retain information necessary to make decisions regarding tenancy applications and administer the resulting tenancy agreement.

Advance Manor Walks has appointed Workman LLP to provide day-to-day property management services. In carrying out these functions, Workman may process personal information on our behalf in connection with tenant administration, service charge management, maintenance coordination, health and safety compliance and the operation of Manor Walks.

CCTV operates throughout Manor Walks for the purposes of crime prevention and detection, public safety, the protection of people and property, and the investigation of incidents. The CCTV system is managed by Workman LLP on behalf of Advance Manor Walks. Advance Manor Walks does not routinely access or retain CCTV footage and will only request access where necessary to investigate an incident, comply with a legal obligation or establish, exercise or defend legal claims

How long is the information used for?

In order to provide you with this service, we rely on the legal basis of Article 6(1) (b) which states processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract. Your details will be kept for the duration of your tenancy agreement and then archived as per our Document Retention Policy. Processing is kept to a minimum and will only be processed in accordance with the law.

Sharing your information

We may share personal information with organisations acting on our behalf where this is necessary to administer tenancies, manage Manor Walks, provide property management services, comply with legal obligations or protect our legitimate interests. Information will only be shared where there is a lawful basis to do so and only the minimum amount of information necessary will be disclosed.

The day-to-day management of Manor Walks is undertaken by Workman LLP, our appointed property management company. In carrying out these responsibilities, Workman may process personal information on our behalf in connection with tenancy administration, service charge management, maintenance coordination, health and safety compliance and other property management activities.

We may also share information with professional advisers, contractors, regulatory bodies, law enforcement agencies, local authorities, our shareholder and other third parties where this is necessary to fulfil contractual obligations, comply with legal requirements, investigate incidents or protect the rights, property or safety of Advance Manor Walks, its tenants or others.

We do not sell personal information and will not share your information for marketing purposes without your consent.

Occasions when your information needs to be disclosed (shared) include:

- To process and administer property management services
- Where the health and safety of others is at risk.

- When the law requires us to pass on information under special circumstances.

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- Where a formal court order has been issued.
- Where we encounter infectious diseases, which may be a public health concern.

Partner organisations who receive information about you

Workman LLP is the appointed property management company for Manor Walks and processes personal information on behalf of Advance Manor Walks in connection with tenancy administration, tenant due diligence, service charge management, maintenance coordination, health and safety compliance and CCTV management. Workman retains the majority of operational records relating to the management of the centre and acts in accordance with applicable data protection legislation.

Data could be shared for the purpose of economic and or regeneration related research carried out by our shareholder (Northumberland County Council). Data would be for their internal use only, and no identifiable information would be placed in the public domain.

Your information will only be processed within the European Economic Area (EEA) and will not be shared with overseas recipients.

Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your records with Advance Manor Walks Limited, along with all other personal records we hold.

If you wish to see a copy of your records you should submit a Subject Access Request directly to The Data Protection Officer at Wansbeck Workspace, Rotary Parkway, Ashington, Northumberland, NE63 8QZ or by emailing dpo@advancenorthumberland.co.uk or by calling 01670 528400. You are entitled to receive a copy of your records free of charge, within a month. In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information.
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.

8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us. Please contact the Data Protection Officer on 01670 528400 or at email address dpo@advancenorthumberland.co.uk

Details of the Information Commissioner can be found at: <https://ico.org.uk/>