



## **Trust Property Management Group Limited Privacy Notice**

The Trust Property Management Group Limited privacy notice provides information on how Trust Property Management Group Limited and any of its subsidiaries, branches or representative offices and any third-party providers collect, use, secure, transfer and share your information.

Trust Property Management Group Limited and its affiliates (Trust), is a provider of Surveying Services, Commercial Property Management and Residential Property Management services.

Trust Property Management Group Limited has its head office at Unit 3 Technology Park Colindeep Lane, London NW9 6BX.

Trust Property Management Limited, Trust Premier and Nightingale Chancellors, specialise in residential property management, and Dexter Brown Ltd commercial property management services.

BMCS Surveyors undertake valuations for the majority of UK mortgage lenders

### **Information Typically Collected by Trust**

- Personal information (e.g. First Name, Surname, email address, telephone etc.)
- Property Information (e.g. Property Address, away address, post code, flat number).
- Bank information

### **Way in which we collect information**

In the general process of business, Trust collects information relevant to the services being provided across the range of its business from:

- Yourself
- Spouse/partners/family member
- Employers
- Employees
- Government/Land Registry
- Other Law firms
- Financial Institutions

This information will generally be collected directly via the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. We may also collect personal information through our affiliates or suppliers. In addition, you may choose to submit information directly to us in connection with an actual or potential business or employment relationship with us

Within the section "Your Rights and Choices" of this Privacy Notice specifies your ability, to opt out or limit the usage of the information collected.

## **Trust Property Management Group Limited Privacy Notice**

### **The Reason why we collect information**

Generally, we will collect, use and hold your information for the purposes of:

- Assessing applications for and providing Trust products / services
- Conducting business, developing relationships with Trust and its affiliates
- Process payments / transactions including: Accounting, Authorisation, Clearing, Chargebacks, Auditing, Billing, Reconciliation, Collection, Complaints, Enquiries, Credit Checks and related dispute resolution activities
- Protect against and prevent fraud, unauthorised transactions, compliance and security of business processes
- Create and manage any accounts associated authentication criteria you may have with Trust
- Enforce Trust Property Management Limited “Terms of Use”, other legal rights as may be required by applicable laws and regulations or requested by any judicial process or governmental agency having or claiming jurisdiction over Trust or its affiliates.
- Comply with industry standards and Trusts policies

### **Lawful basis of Processing**

Trust processes your information under the following:

- Performance of a contract: where you enter into a contract with Trust and we need to process your information as part of this contract
- Legitimate interests: some information is processed by Trust as part of its legitimate interests which include: Fraud, risk assessment, due diligence, network and information security, updating customer details, and other core products and service provided by the data controller
- We do not sell or otherwise disclose personal information we collect about you, except as described in this Privacy Notice or as indicated via the consent process at the time the data is collected.

### **How long we hold information for:**

We will keep information for a reasonable amount of time in order to perform the purposes listed above.

We only keep your information for as long as necessary. We generally keep personal information for 7 years after last contact with you. Trust reserves the right to keep information for longer if we feel that this is in the legitimate interests of Trust.

### **Sharing Your Data**

We will share your personal data with other organisations with which we deal with in order to help us deliver our service to you. Examples would be our suppliers, solicitors and other contractors.

## **Trust Property Management Group Limited Privacy Notice**

### **Cookies**

We do not do use cookies to collect any personal data

### **Transfer of data outside the EU**

The only time we will send data outside the EU is if your correspondence address that you have asked us to use, is a country outside the EU.

### **Your Rights and Choices**

You have individual rights under the GDPR. You can exercise any of these rights by contacting us using our contact details at the end of this notice or by any other means. Your rights are listed and explained below. You have:

1. **The right to be informed** - you have the right to be informed of what we do with your data which is detailed in this privacy notice
2. **The right of access** - you have the right to ask us to confirm what information we hold about you. You can exercise this right by submitting a Data Subject Access Request. We may ask you to verify your identity and for more information about your request. We will respond to any request to access your data within one month.
3. **The right to rectification** - you have the right to update your data if you think it's incorrect. We may ask you to verify your identity and for more information about your request.
4. **The right to erasure** - You have the right to have your personal data deleted (right to be forgotten). We will make every reasonable effort to remove your personal data however this may not always be possible if we need to retain your data for purposes of billing or if there are legal requirements for us to keep your data. We may ask you to verify your identity and for more information about your request. We will respond to any request to delete your data within one month and let you know the outcome of your request.
5. **The right to restrict processing** - you have the right to ask us to stop processing your data. Where consent has been given to process your data, you can withdraw that consent at any time by contacting us using the details at the bottom of this notice. You can raise any concerns to the processing or use of your personal data by us either to us or to the appropriate data protection authority.
6. **The right to data portability** - you have the right to have the personal data you have given us transferred to another company and we will make every reasonable effort to comply with your request

## **Trust Property Management Group Limited Privacy Notice**

7. **The right to object** - You have the right to object to us processing your personal data where we do so under legitimate interests or to enable us to perform a task in the public interest or exercise official authority or to send you direct marketing materials or for scientific, historical, research or statistical purposes. The "legitimate interests" and "direct marketing" categories above are the ones most likely to apply to our Candidates, Clients and Suppliers. If your objection relates to us processing your personal data because we deem it necessary for your legitimate interests, we must act on your objection by ceasing the activity in question unless we can show that we have compelling legitimate grounds for processing which overrides your interests or we are processing your data for the establishment, exercise or defence of a legal claim.
8. **Rights in relation to automated decision making and profiling** - Automated individual decision-making is a decision made by automated means without any human involvement like a recruitment aptitude test which uses pre-programmed algorithms and criteria. Trust Property Management do not use any automated decision making tools. Profiling is where we use the information we have on you to classify you into different groups or sectors, using algorithms and machine-learning. This analysis identifies links between different behaviours and characteristics to create profiles for individuals. Trust Property Management do not use any profiling techniques. However, if you think we are doing so you have the right to ask us to explain and to ask us to stop doing so.

### **Withdrawal of consent**

If we obtain your information by consent you have the right to withdraw any consent you previously provided to us. The right to consent removal may be limited in some circumstances by local law requirements and you will be informed appropriately.

### **How We Protect Personal Information**

The security of your personal information is of high important to us and Trust 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. We use SSL encryption on a number of our websites from which we transfer certain personal information.

Trust 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 collected it.



## **Trust Property Management Group Limited Privacy Notice**

### **How to Contact Us / Complaints and Feedback**

You also may e-mail us at:

[privacy@trustplc.com](mailto:privacy@trustplc.com)

or write to us at: Unit 3 Technology Park Colindeep Land London NW9 6BX

If we fall short of your expectations in processing your personal information or you wish to make a complaint about our privacy practices please contact us as per the information provided within the contact us section.

In order to assist us in responding to your request, please give full details of the issue. We attempt to review and respond to all complaints within a reasonable time.

If we cannot for lawful reasons complete your request we will explain this to you to the extent that we lawfully can.

### **Your Local Supervisory Authority**

If you wish to make a complaint then you can contact your local supervisory authority. If you are in the UK your local Supervisory Authority is the Information Commissioners Office (ICO) who can be contact in the following ways:

By Phone: +44 (0)303 123 1113

By post: Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Other contact options can be found on the ICO website at <https://ico.org.uk/global/contact-us/>

Supervisory Authorities for other countries can be found on the European Commissioners website at [https://ec.europa.eu/info/index\\_en](https://ec.europa.eu/info/index_en)