

Privacy policy.

This privacy notice for Great Portland Property Group, describes how we might collect, store, use, and share your information when you use our services, Great Portland Property Group is committed to protecting and safeguarding your data rights and privacy.

We use this policy to protect the privacy of all website users, clients, and other individuals we need to provide services to.

The type of personal information we collect.

We currently collect and process the following information:

- Full name
- Your contact information such as your home address, email address and telephone number
- A CCTV system may monitor parts of the building or estate within which you own a property for up to 24 hours a day. This data is recorded.
- A digital recording of a telephone conversation
- The telephone number of both parties

We collect personal information directly from you in person, by telephone, email, by post or other forms of electronic communication, we do not process sensitive information.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

We process your information to provide, improve, and administer our services, communication with you, we use the information that you have given us to:

- To carry out our obligations arising from our appointment as managing agent of the block/estate within which you own a freehold or leasehold property and to provide you with the information, products and services relating to that property that you request from us.
- To deliver and facilitate delivery of services to you
- To respond to enquiries/offer to support to you
- Internal recording keeping

In order to provide our services to your, we may share this information with our management system, our business SMS system, Debt collection agency, and our telecommunications service.

Call recording.

Our telephone system records all telephone calls for quality, monitoring, training, compliance, and security purposes. These recordings will only be used for following purpose:

- To help improve customer service
- Training purposes
- Quality assurance
- Resolve agent-client disputes

A recorded message will inform inbound callers that their call is being recorded. All recordings are stored on a secure sever.

Third parties.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Sapphire Property Management Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers and the affairs of its customers will be one of the transferred assets.
- In the event that we are instructed to transfer the management of the estate/block within which your property is located to another managing agent, we may disclose your personal data to the new managing agent.
- Where we engage third parties in relation to the data uses outlined elsewhere in this policy.
- In relation to claims for arrears of service/rent charge and/or forfeiture proceedings.
- When reporting to our client or clients on any/all matters relating to the performance of our obligations arising from our appointment as managing agent of the block/estate within which you own a freehold or leasehold property.
- When reporting to our client or clients on any matters that affect the block/estate within which you own a freehold or leasehold property.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements, or to protect the rights, property, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

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

- Your consent, you can remove your consent at any time, you can do this by contacting office@gppmgroup.co.uk.
- We have a contractual obligation.
- We have a legal obligation.

How we store your personal information.

Your information is securely stored and held electronically and your personal information is held for as long as it is necessary to fulfil the purposes outlined in the privacy policy noticed unless otherwise required by law. When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise such information.

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 via our websites; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

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 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.

Cookies policy.

This is the Cookie Policy for Great Portland Property Group, accessible from <https://gppmgroup.co.uk/>

Our website uses cookies to distinguish you from other users of our website in order to provide increased functionality and service. This not only helps us to provide you with a better experience, but also to help us improve our website and services. By continuing to browse the site, you are agreeing to our use of cookies, unless you have adjusted your web browser settings, (if and where possible), to refuse cookies, our system will issue cookies as soon as you visit our website or related online services, however in doing so you may find that certain functionality or services may be impaired or unavailable to you.

The cookies we use only contain anonymous information to improve the services we offer, and do not contain personal information.

It is also important to point out that not all cookies used by this website are created by us. These cookies (referred to as third party cookies) are covered below.

The cookies we use are generally only to provide functionality or analytical services.

We use the following cookies:

- Strictly necessary cookies- These are cookies that are required for the operation of our website.
- Performance cookies- They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works.
- Functionality cookies- These are used to recognise you when you return to our website and record your visit to our website the pages you have visited.
- Forms related cookies-When you submit data to through a form such as those found on contact pages cookies may be set to remember your user details for future correspondence.

We may update this privacy and cookies notice in the future.

You can complain to the ICO if you are not satisfied 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: www.ico.org.uk