

Doing it the right way.



Life Property Management Privacy Notice

0333 240 8325
enquiries@lpmonline.co.uk
www.lpmonline.co.uk

Privacy Notice

Life Property Management Limited (“**lpm**”) collects and holds personal data of its clients, client’s employees, tenants, occupants and contractors.

The organisation is committed to being transparent about how it collects and uses that data to ensure we meet data protection obligations.

What information does the organisation collect?

We may hold your name, property/billing address, contact number, email address and financial information (where you are purchasing services from us).

Data will be stored in a range of different places, including **My lpm**, Information Management system and other IT systems as well as the organisation's email system. We will collect this information in a variety of ways including directly from you, when you contact us, when we engage in negotiations for the provision of services by **lpm** and when you enter personal data into any of our online tools.

Why does the organisation process personal data?

Where you are an individual, sole trader or partner in a partnership which has contracted with **lpm** we need to process your personal data in order to meet our obligations and exercise our rights under that contract.

In other cases we have a legitimate interest in processing your data to meet our obligation and exercise rights in terms of a contract to which you are not a party but where you have been involved in the negotiation, conclusion or implementation of the that contract.

Where you are a tenant or occupant we have a legitimate interest in processing your data for the purposes of carrying out repairs, maintenance and factoring duties where we have been contracted to do so and to meet our legal obligations under The Property Factors (Scotland) Act 2011.



Glasgow Office:
Regent Court, 70 West Regent Street,
Glasgow G2 2QZ
T: 0333 240 8325 | **F:** 0141 333 1116
E: enquiries@lpmonline.co.uk

Aberdeen Office:
Westpoint House, Prospect Road
Arnhall Business Park, Westhill AB32 6FJ
T: 01224 737 272 | **F:** 01224 766 901
E: enquiries@lpmonline.co.uk

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Who has access to data?

The organisation may share your data with the following trusted third parties engaged by **lpm** to provide services on our behalf:

- Contractors/Suppliers
- Developers
- Professional Advisers i.e. Solicitors
- Incoming Property Management Company
- Insurance Companies/Brokers who manage our policies
- Marketing Consultants who manage our Company Newsletter
- I.T. Companies who manage our systems
- Providers of accounting software which enables us to process payment

lpm may also share your data with third parties in the context of a sale of some or all of our business. In those circumstances the data will be subject to confidentiality arrangements.

We will also share your data as required by law.

We will not sell your personal data to third parties.

How does the organisation protect data?

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed to, and is not accessed except by its employees and in the performance of their duties.

Where the organisation engages third parties to process personal data on its behalf, they do this on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.



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For how long does the organisation keep data?

The organisation will hold your personal data for as long as is necessary for the purpose for which it is collected but not more than 6 years.

Your rights

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request;
- Require the organisation to change incorrect or incomplete data;
- Require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- Object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact Lorraine Stead 0333 240 8325.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner. The Information Commissioner's Office can be contacted at the address below and at www.ico.org.uk.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 or 01625 545 745

lpm are committed to continued investment in Client Communication

lpm Doing it the right way

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