

Who We Are

LIV – the trading name of LIV Group Limited – ('we' or 'us' or 'our') gathers and processes your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

LIV's registered office is at Whitehall Waterfront, 2 Riverside Way, Leeds, LS1 4EH and we are a company registered in England and Wales under company number 06567555. We are registered on the Information Commissioner's Office Register of Data Controllers under registration number ZA205268 and act as the data controllers and data processors. Our designated Data Protection Administrator can be contacted at dataprotectionadmin@liv-group.co.uk.

Information That We May Collect

LIV processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than already specified in this notice.

The personal data that we collect from is: -

- Name
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Work Telephone Number
- Mobile Telephone Number

We collect information in the below ways: -

- From Solicitors when we receive notification of legal completion
- From other managing agents, management companies/freeholders
- Directly from you as our customer
- From the Land Registry, local authority or public bodies

How We Use Your Personal Data (Legal Basis for Processing)

LIV takes your privacy very seriously and will never disclose or share your data without your consent, unless required to do so by law. LIV does not sell your personal data and we only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw consent at any time.

The purposes and reasons for processing your personal data are detailed below:

- We collect your personal data in the performance of our Management Contract and to ensure that we can administer service charge management and collection;

Whitehall Waterfront, 2 Riverside Way, Leeds LS1 4EH
Tel 0113 831 3300 Email talktous@liv-group.co.uk
Web liv-group.co.uk



RICS

Regulated by RICS

Registered in England and Wales No. 06567555

- We collect and store your personal data in order to communicate with you about matters relating to the management of your property; To keep you informed of important matters effecting your home and development and to carry out statutory duties in accordance with your lease and leasehold law;
- We have a legal obligation from time to time to share your personal data with local authorities and enforcement agencies;
- We have statutory and contractual obligations to share your personal data with your landlord and or superior landlord/freeholder which includes solicitors acting on their behalf in connection with matters such as service charge and or rent arrears and possible breaches of lease covenants;
- In the event of management transfers, we have contractual duties to share your personal data with other managing agents which are instructed to act on behalf of your landlord, superior landlord or freehold owner;
- From time to time it may be necessary to provide your personal data to contractors acting on behalf of your landlord in the carrying out of maintenance at your development especially when access may be needed to your property specifically, in order for your landlord to uphold their obligations under the lease terms. In this instance further permission will be sought from you before any information such as contact details are provided.
- From time to time it may be necessary to provide your personal data to the building insurance company, insurance broker and or loss adjuster in the event of an insurance claim which affects your property. Typically this is for the purpose of arranging access for remedial works, but will also include for general communication about an insurance claim you have made or may be party to.

Your Rights

You have the right to access any personal information that **LIV** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclosure any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **LIV** uses a third-party/third-parties to provide the below services and business functions, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

JB Leitch Solicitors

SLC Solicitors

We use JB Leitch and SLC solicitors to provide service charge and ground rent arrears collection for your landlord and to provide leasehold dispute resolution in the event of breaches of lease covenants. The only information we provide them with is your name, address and service charge account details to meet business and legal requirements.

For more information about JB Leitch an SLC, please read their Privacy Notice at:-

<https://www.jbleitch.co.uk/privacy-policy>

<http://www.slcsolicitors.com/contact-us/>

Safeguarding Measures

LIV takes your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including but not limited to: -

- LIV is accredited to ISO27001 standard for Information security
- Two Factor Authentication for secure login
- Sandboxing of mobile devices to prevent the transfer of personal and sensitive data
- Encrypting our laptop computers to ensure the same and to protect personal data in the event of lost or stolen hardware
- Restricted permission levels to operating systems and management software.

How Long We Keep Your Data

LIV only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years. Beyond that and under leasehold law requirements and recommendations made by the Royal Institution of Chartered Surveyors (RICS) and Association of Residential Managing Agents (ARMA) we have reason to hold personal data for a period of 12 years. This to reflect the limitation period to bring action by the First Tier Tribunal (FTT) in connection with service charge

LEASEHOLDER PRIVACY NOTICE



and leasehold disputes.

Lodging a Complaint

LIV only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

LIV Group Ltd

Data Protection Administrator

Whitehall Waterfront, 2 Riverside Way, Leeds, LS1 4EH

Email: Dataprotectionadmin@liv-group.co.uk

Tel: 0113 244 2444

Information Commissioners Office (ICO)

Web: <https://ico.org.uk/global/contact-us/>

Email: casework@ico.org.uk

Tel: 0303 123 1113

LIV takes your privacy seriously and will only process your personal data either with your consent or in accordance with the terms stated in our Privacy Policy.

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