



Who We Are

LIV- the trading name of LIV Group Limited ('we' or 'us' or 'our') gather and process 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 controller. Our designated Data Protection Administrator can be contacted at dataprotectionadmin@liv-group.co.uk

Information That We 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 you is: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Work Telephone Number
- Mobile Telephone Number
- National Insurance Number
- Passport Number
- Driver's License Number

We collect information in the below ways: -

- Online forms including surveys, referencing applications
- Directly from you as our customer
- Call recordings

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

LIV takes your privacy very seriously and will never disclosure, share or sell your data without your consent, unless required to do so by law. 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 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 affecting your home and



development and to carry out statutory duties in accordance with your assured shorthold tenancy agreement.

- We collect and store your personal data as part of our legal obligation for business accounting and tax purposes
- We have a legal obligation to share your personal data with UK Tenant Data Ltd who are a credit reference agency and provide us with financial background checks prior to you commencing a tenancy agreement with us.
- We will also share your details onto 3rd parties such as utility companies and local councils as well as local car parking enforcement agents if your building benefits from on site car parking
- In the event of management transfers and or asset sale, we have contractual duties to share your personal data with other managing agents which are instructed to act on behalf of your landlord
- We collect and share your data with the asset owner of the building and their contractual representatives for up to 7 years
- It may be necessary to provide your personal data to contractors acting on behalf of your landlord in the carrying out of quotes and 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.
- We will share your details with 3rd party CRM systems in order to manage your tenancy with us
- The asset owner(s) will have access to your personal data via the shared CRM system(s)
- In the event of arrears we may share your personal details with 3rd party collection agencies, solicitors and the relevant civil Courts.
- We will use your data to survey you on our services and the contractors we use.
- If you benefit from on-site building staff we may provide them with your personal information in order to provide the onsite service.
- Our calls are recorded for training and monitoring purposes and won't be shared with anyone outside the business; they are retained for a period of 6 months then deleted.
- If your building benefits from onsite CCTV, we will keep the recording for a period of 14 days before being recorded over. Footage can be downloaded and kept in certain circumstances. Further details can be found within our CCTV policy.

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 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.

UK Tenant Data Ltd (UKTD)

We use UKTD to process your application and references in line with your apartment application including, employee, past/current landlord references and credit checks.

For more information on the UKTD privacy policy please refer to www.uktenantdata.com

Evolve Partnership

We use Evolve Partnership to carry out an independent inventory check in report and an independent move out report at the end of your tenancy.

For more information on Evolve Partnership's privacy policy please refer to www.evolvepartnership.co.uk

Tenancy Deposit Scheme (TDS)

We use TDS to register your security bond when you become a tenant and share data on your name, address and the amount of your bond.

For more information on the TDS privacy policy please refer to www.tenancydepositscheme.com

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: -

- Accreditation 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.

Consequences of Not Providing Your Data (if applicable, see Article 13(2)e)

You are not obligated to provide your personal information to **LIV**, however, as this information is required for us to provide you with our services/legitimate interests, we will not be able to offer some/all of our products or services without it.

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 after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Promotions & Offers (if applicable)

Occasionally, **LIV** would like to contact you with details of the offers and services that we provide. If you consent to us using your contact details for these purposes, you have the right to modify or withdraw your consent at any time by using the opt-out/subscribe options or by contacting LIV directly.

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

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