

**DATE: 10 MAY 2018**

**PRIVACY NOTICE**

**provided by Centro Residential Sales & Lettings Limited**

**relating to**

**The handling of personal information  
pertaining to the provision of marketing and associated information  
and promotions for the Centro Group of Companies**

A large, faint watermark of the Centro logo is visible in the background. It features a stylized 'C' shape composed of a pink circle and a white crescent moon, with the word 'CENTRO' written in white capital letters on a blue curved banner below it.

**CENTRO**

This privacy notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during our management of your development and after it ends. We are required to notify you of this information under the General Data Protection Regulation.

Please ensure you read this notice (sometimes referred to as a “privacy notice” and any other similar notice we may provide to you from time to time when we collect or process personal information about you. This privacy notice contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

## **1. WHO WE ARE**

CENTRO RESIDENTIAL SALES & LETTINGS LIMITED collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as ‘controller’ of that personal information for the purposes of those laws. We are registered with the Information Commissioner’s Office (ICO), our registration number is Z243878X. In this privacy notice, references to “we” or “us” means CENTRO RESIDENTIAL SALES & LETTINGS LIMITED. Reference to “the Centro Group of Companies”, refers to Centro plc, Centro Group Limited, Centro Services Limited, Centro Residential Sales and Lettings Limited and Centro Commercial Limited

## **2. DATA PROTECTION PRINCIPLES**

We will comply with the data protection principles when gathering and using personal information, as set out in our GDPR data protection policy.

## **3. THE PERSONAL INFORMATION WE COLLECT AND USE: INFORMATION COLLECTED BY US**

In the course of providing marketing or promotional information for Centro Residential Sales and Lettings Limited we collect the following personal information when you provide it to us:

- Personal Data
  - Full Name
  - Contact Details
    - Address
    - Phone numbers (home / work / mobile / other)
    - E-mail address
    - IP Address (via our website)
    - Fax number

The provision of Personal Data and Information is required from you to enable us to provide you with suitable alerts specific to an enquiry, or to provide you with other relevant information, marketing or promotions that may be of interest to you. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

#### **4. THE PERSONAL INFORMATION WE COLLECT AND USE: INFORMATION COLLECTED FROM OTHER SOURCES**

We also obtain personal information from other sources as follows:

- IP Address via website

#### **5. HOW WE USE YOUR PERSONAL INFORMATION**

We will typically collect and use this information for the following purposes:

- For the purpose providing you with specific updates or alerts in relation to an enquiry
- For the purpose of providing marketing, promotional or information relation to the Centro Group of Companies.
- For the purposes of our legitimate interests or those of a third party, but only if these are not overridden by your interests, rights or freedoms.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

#### **6. WHO WE SHARE YOUR PERSONAL INFORMATION WITH**

We routinely share the following categories of personal data:

- Name
- Contact Details

This personal information may be shared with the following categories of recipients:

- IT Support providers
- Web Service providers
- The Centro Group of Companies

This data sharing enables us to provide relevant updates or alerts relating to specific enquiries and provide marketing and promotional information relating to our business.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

## **7. WHERE YOUR PERSONAL INFORMATION MAY BE HELD**

Information may be held at our offices and those of our group companies, and third party agencies, service providers, representatives and agents as described above.

We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our GDPR data protection policy. Or, for example, a set number of years after a data subject ceases to be a lessee in that development.

## **8. HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT**

The Company will only hold your personal information for the legitimate purpose it is required for contractual obligations, or to meet statutory or regulatory guidelines, regulations or framework.

- Your information will be removed or deleted upon request, but, nevertheless less reviewed periodically.
- If there is no communication within the period of 1 year, personal data held, following the aforementioned review will be deleted.

## **9. REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION**

We rely on Consent as the lawful basis on which we collect and use your personal data.

## **10. TRANSFER OF YOUR INFORMATION OUT OF THE EEA**

We will not transfer your personal data outside of the EEA.

## **11. YOUR RIGHTS**

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations

- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us: Centro Residential Sales and Lettings Limited, Mid-Day Court, 30 Brighton Road, Sutton, Surrey, SM2 5BN, the appointed officer for such matters is Paul Harwood tel: 020-8401-1000 or by e-mail to [gdpr@centro.plc.uk](mailto:gdpr@centro.plc.uk)
- let us have enough information to identify you, e.g, full name, property address and property reference.
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates, including any account or reference numbers, if you have them

## 12. KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## 13. HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area)

state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

#### **14. CHANGES TO THIS PRIVACY NOTICE**

This privacy notice was published on 11 May 2018 and last updated on 10 May 2018. We may change this privacy notice from time to time, and when we do we will inform you.

