

CROWN POINT ESTATE

PRIVACY POLICY

At the Crown Point Estate we take your privacy seriously. This privacy policy tells you the basis on which we collect personal data from you and how this data will be processed by us. It includes data that we hold electronically and in paper files.

We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details regarding the GDPR can be found at the website of the Information Commissioner (www.ico.org.uk). For the purposes of the GDPR, Crown Point Estate will be the data controller for all personal data that we hold about you.

Who we are

This privacy policy covers your personal data as collected at the Crown Point Estate office which acts for several different legal entities. These entities are:

- Crown Point Estate
- The Kirby Bedon 1996 Settlement
- The Arminghall Settlement
- Crown Point Farms
- Bixley Farms
- Hellington Farm Limited
- J J Colman
- J R Colman 2002 Childrens Settlement
- Colman Fine Art

For the purposes of data protection law, the Crown Point Estate will be the data controller.

How We Collect Data

In the course of running our business, we will collect personal data from you. This includes data provided when you register an interest in or rent a property at the Crown Point Estate or enter into a contract with us for the provision of goods or services. This information may be provided when you complete a form on our website or in the course of communications with us including verbally, in writing, by phone, by email or similar means. The personal data collected may include for example:

- Name
- Address
- Telephone numbers
- Email address
- Date of birth
- Passport or other identification document
- Bank or Building Society account details

The personal data collected may include data in relation to all adult occupants of a property.

The Purposes and Lawful Basis for Collecting Your Data

We can only use your personal data if we have a reason for doing so. The law only allows your personal data to be used for one or more of these reasons:

- To enter into, or perform, a contract with you;
- To comply with a legal duty;
- When it is in our legitimate interests; or
- When you consent to the use of your personal data.

The processing of your personal data for our legitimate interests is undertaken when we have appropriate business or commercial reasons for doing so. However, in these circumstances we will not put our legitimate interests above your interests.

The purposes for collecting your personal data, and the lawful bases for doing so, may include:

- To carry out credit checks on you in connection with a prospective tenancy agreement. This is in our legitimate interests in the running of our business.
- To carry out “right to rent” identification checks on you in accordance with the Immigration Act 2014 and to comply with any other legal or statutory requirements. This is to comply with our legal obligations.
- Fulfilling the terms of your tenancy agreement. This is to perform our contractual obligations to you.
- Communicating with you in relation to your tenancy or other relevant estate matters. This is in our legitimate interests in the running of our business.
- Fulfilling orders for goods or services. This is to perform our contractual obligations to you.

We will only use your personal data for the purpose for which it was collected.

We do not use your personal data in automated decision making or profiling.

Who Has Access and Why

Access to your personal data is restricted to only those of our staff who have a legitimate reason to use it. We use appropriate procedures and security features to protect your information.

Retention Period

In the absence of any legal requirements, your personal data will only be retained for as long as necessary for the purposes for which it was collected. The precise period will depend on the purpose.

Passing on Your Personal Data to Third Parties

We may share your personal data with subcontractors or service providers where it is necessary to provide services to you. However, in these circumstances the data will be shared under strict requirements on our service providers to keep your data confidential and secure.

To process a tenancy application, we will undertake credit checks on you. To do this, we will pass your data provided on your tenancy application to Eastern Landlords Association to undertake the credit check on our behalf.

We may be required, under specific circumstances, to share your personal data with the appropriate regulatory authorities to comply with our legal obligations, for example, the Home Office.

Other than as stated above, we will not share information about you with third parties without your consent unless the law allows or requires us to do so.

We will never sell your personal data.

We will not pass your personal data outside of the European Economic Area.

Cookies

Our website does not use cookies.

CCTV

Some of our properties have CCTV and you may be recorded when you visit. CCTV is used to provide security and to protect you and Crown Point Estate. CCTV will only be viewed when necessary to detect or prevent crime and footage is only stored temporarily. Unless required for review, CCTV footage is recorded over.

Crown Point Estate complies with the Information Commissioner’s Office CCTV Code of Practice. We put up notices so you know when CCTV is in use.

How You Can Access and Correct Your Personal Data

You can access the information that we hold about you by contacting us at the Crown Point Estate at the address below.

You have the right to:

- Receive a copy of all personal information that we hold about you
- Require us to correct your personal information that we hold if it is incorrect or incomplete
- Require us to delete your personal information in certain circumstances
- Require us to stop processing your personal information in certain circumstances
- Object to the use of your personal information in certain circumstances. For example, where you have grounds relating to your particular situation and the basis for the processing of your data is our legal obligations or legitimate interests
- Complain if you think we are not using your personal data in accordance with data protection law.

Concerns

If you have a concern about the way we are collecting or using your personal data we ask that you raise your concern with us in the first instance. Please contact us either by email admin@crownpointestate.co.uk, by telephone: 01508 493789 or in writing to: Crown Point Estate, Hill Farm, Kirby Bedon, Norwich NR14 7DU

Should we be unable to satisfactorily address your concerns, you have the right to raise your concerns with the Information Commissioner:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
telephone: 0303 123 1113 website: www.ico.org.uk

Changes to the Privacy Policy

This privacy policy was last updated in May 2018. We may change the privacy policy from time to time to reflect changes in the law and/or our privacy practices. Any updates to the privacy policy will be made available via our website: www.crownpointestate.co.uk