

Nottingham Park Estate Limited (NPEL) Privacy Policy

Privacy policy

This privacy policy sets out how Nottingham Park Estate Limited (NPEL) uses and protects any information that you give us when you use this website (the "Website") or otherwise interact with us.

When, in this policy, we refer to NPEL we mean Nottingham Park Estate Limited whose registered address is at 7A Lenton Road, The Park, Nottingham, Nottinghamshire, NG7 1DP and which is registered under company number 01951920. NPEL is the data controller in respect of your personal information and is responsible for ensuring that the personal data we collect is processed in accordance with relevant data protection laws.

NPEL is registered with the Information Commissioner's Office ("ICO") under number Z4809119. If you have any questions or are unsure about anything contained in this privacy policy, please let us know by contacting our Data Protection Officer at enquiries@nottinghamparkestate.co.uk.

This privacy policy applies to any and all personal information gathered by NPEL from residents, visitors or members of the public who make contact with us through our Website or other channels (such as email, telephone, post, social media, SMS, newsletters/blogs, web chat).

We may change this policy from time to time by updating this page. You should check this Website regularly to ensure that you are happy with any changes. If we propose a significant change we will notify you by email or will post an alert that our policy has changed on our Website.

In this privacy notice we provide you with information about the following: -

1. The information we collect about you.
2. What we do with your information.
3. What legal basis we rely on processing your information.
4. Who we share your information with.
5. How long we keep your personal information.
6. Where we hold your personal information.
7. Your rights in relation to your personal information.

1) WHAT INFORMATION WE COLLECT ABOUT YOU

When you interact with us, we will process personal information about you. The nature of the personal data we will process will depend on the nature of our relationship with you and if, for example, you are a resident of the Park Estate, a member of NPEL or are simply visiting our website or submitting an enquiry to us. Personal data we may process will include:-

- Your name
- Your contact information such as e-mail address, phone number, address and postcode
- Proof of identity
- A record of your contact preferences such as preferred contact method
- Records of any enquiries, complaints or other interactions we have with you
- Information you provide in response to any surveys or research studies we might carry out from time to time
- If you are an owner/resident/tenant of a property on The Park Estate, information relating to your property including, property type, number of rooms, any planning applications made, construction licenses or the number of parking permits allocated to your address as well as vehicle details associated with those permits.
- Bank account information and direct debit instructions
- Information collected through cookies on our Website

2) WHAT WE DO WITH THE INFORMATION WE PROCESS

We require this information to ensure that we provide the best possible experience when you interact with us. In particular, depending on the nature of our relationship, we may process personal information for some, or all, of the following purposes: -

- To manage our relationship with you and your membership of NPEL
- Collecting annual rent charges and other payments that may become due
- Considering planning applications
- Keeping members, property owners and residents up-to-date with Estate matters
- Enforcing compliance with the rules applicable to residents and businesses within The Nottingham Park Estate
- Assisting with the prevention and detection of crime or antisocial behaviour
- To understand how visitors interact with our Website
- To manage parking with the Nottingham Park Estate.

3) WHAT LEGAL BASIS DO WE RELY ON TO PROCESS YOUR INFORMATION?

Data protection law sets out a number of conditions which organisations can rely on in order to lawfully handle personal information. The conditions we rely on are as follows: -

Legitimate interests

The law permits us to handle your personal information where necessary in our legitimate interests provided that this isn't outweighed by your interests. Many of the purposes we handle your personal information, described above, fall into this category as they are essential activities which enable us to run NPEL and the Nottingham Park Estate effectively. For example, enabling us to use third party service providers and to monitor, review and improve the services we provide. We may, if necessary, also use your information to defend our legal rights or to obtain legal advice and to manage any complaint that you might have. We ensure that your rights and interests are protected when we do this.

Consent

We are permitted to use your personal data when you give us your consent for us to do so. We don't generally rely on consent as a lawful processing ground so, where we do, we will ask you for your consent at that time.

Performance of a contract

Where we have made contractual commitments to you or you have made the same to us. For example, we will process personal data to request payment of your annual rent charge and to recover debts owed and enforcing compliance with our Zero Tolerance policy.

Required by law

We will, if required by law, disclose your personal information for example in response to a court order. We will disclose your personal information if requested by a law enforcement agency or where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or as otherwise permitted or required by law and consistent with legal requirements.

4) WHO WE SHARE YOUR INFORMATION WITH

Service providers and professional advisers

We will not pass your personal information to anyone outside our organisation, except to carefully selected third parties (professional advisers and other service providers who help us run our business e.g. IT support providers.

Police and law enforcement agencies

Where required by law, we will share your personal information with the police and other law enforcement agencies.

We will always limit the personal information we share to that which is necessary to enable them to perform their services or function. We will also always ensure that before we share your personal information with a service provider, we have entered into a contract with the service provider which requires them to keep your information secure and only use it for the purposes we permit them to. We will never sell or share your personal information with third parties for the purposes of marketing without seeking prior consent.

5) HOW LONG WE WILL KEEP YOUR PERSONAL INFORMATION FOR

We will keep your personal information for as long as we need it to provide the services to you. We may also keep it to comply with our legal obligations, to resolve complaints and to enforce our rights. As a result, the length of time that we keep your information for will vary depending on the purposes for which we have it. In any event, we will review what information we need on an ongoing basis and will only retain it for the minimum amount of time that we need it for.

6) WHERE IN THE WORLD WILL WE HOLD YOUR INFORMATION?

Your personal information may occasionally be processed and held by third parties outside the United Kingdom (UK) or European Economic Area (EEA).

Whereas in the UK/EU, we implement a high standard of data protection law, some parts of the world do not implement such stringent laws. As a result, if we do send personal information overseas we will make sure that appropriate safeguards are in place to ensure it is protected in accordance with European and UK data protection laws. These might include: -

- Sending personal information only to countries that Authorities have indicated have adequate data protection laws in place e.g.. Canada or Switzerland;
- Putting in place contracts with the recipient containing terms which the European Authorities have approved as providing adequate protection; organisations which are members of a scheme which has been approved by European Authorities as achieving adequate protection.

For more information about where we send your information, please contact enquiries@nottinghamparkestate.co.uk

Cookies on our Website

Cookies are small text files stored on your computer (or mobile device) by web pages as you visit them. Cookies are not programs and cannot harm your computer.

Our Website uses cookies to enhance your experience on our Website(s) and to help us analyse data about how visitors are using our Website(s).

For more information about how we use cookies, please refer to our separate Cookie policy on our Website.

Links to other websites

Our Website may contain links to other websites of interest. However, once you have used these links to leave our Website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst viewing such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

7) YOUR RIGHTS

You have the right to request that we don't send marketing material to you and you can do this at any time by:

- Clicking on the unsubscribe link at the bottom of promotional e-mails
- Phoning the telephone number included on any postal correspondence
- Using the opt out option on any promotional SMS communication
- E-mailing us at any time at enquiries@nottinghamparkestate.co.uk

We will try to keep your personal information up to date, but rely on you telling us promptly if your name, address, telephone number or any other details change. You can correct or amend your personal information by e-mailing us at enquiries@nottinghamparkestate.co.uk

Data protection laws also mean that you have a number of additional rights including the right to access your personal information and to receive a copy of it. You can also object to your personal data being processed or ask us to correct inaccurate or incomplete information we hold about you. You can exercise these rights by e-mailing us at enquiries@nottinghamparkestate.co.uk

You can also request to have your personal data erased or transferred either to you or a third party in a commonly structured format and to have your personal information restricted.

Please be aware that some of these rights only apply in limited circumstances and therefore even if you wish to exercise them, we may not always be required to comply.

For further information about how these rights apply, or to exercise your rights, please e-mail us at enquiries@nottinghamparkestate.co.uk

Complaints

If you have any questions about how NPEL handle your personal information or are unhappy about how we have done so, you can contact us at:

- By email: enquiries@nottinghamparkestate.co.uk
- By post: Nottingham Park Estate Limited
7A Lenton Road
The Park
Nottingham
NG7 1DP
- By phone: 0115 947 4273

You also have the right to raise any complaint you may have with the ICO. You can do this by contacting them by post at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by email on dpo@ico.org.uk or by telephone to 0303 123 1113.

This Privacy Notice was last modified February 2023.