

General Data Protection Regulations

Privacy Notice

Data Controller

Revive Management Services Ltd Company number 055116325

Email: Jackie.szrejder@revivecentre.com

ICO Registration Number: A8272458

Your Personal Data

We will hold and process your personal data for contractual and/or legitimate reasons. Therefore, your personal data will be shared with third parties to include but not limited to the freehold owner of the Revive Centre (Revive Healthy Living) contractors to conduct repairs, insurance brokers to ensure the efficient management of the property and tenancy. We will also hold and process your personal data for any lawful reason required such as a law enforcement or a HMRC request. We will not share your personal data with any other third party not connected to the management of the property or tenancy without your explicit consent.

Right to Deletion

You have the right to request that all your personal data we hold is deleted. Such a request can be sent to the above address or email, where we will confirm deletion or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt.

Right to Rectification

You have the right to request that we amend any personal data we hold for you if you believe it is incorrect. Such a request can be sent to the above address or email, where we will confirm rectification or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt

Subject Data Access Request

You have the right to request at any time, confirmation of the actual personal data we hold for you, and how this has been processed. Such a request will incur an administrative charge and can be sent to the above address or email which will be actioned within 7 working days of receipt.

Complaint

In the first instance, if you have any complaint about how we hold or process your personal data, then please contact us at the above address or email. If you are still dissatisfied with our response, then you have the right to contact the Information Commissioners Office (ICO) at the following website <https://ico.org.uk/> quoting our ICO registration number which can be found above.

Data Protection Policy

Revive Management Services Ltd

Revive Management Services Ltd Registered Company No. 05516325 and for Data Protection is registered with 'Information Commissioner's Office' (ICO)

We are committed to protecting your privacy and through this policy we set out how this is done.

The Company operates a Property Letting business and for this business purpose we will collect and use personal data.

The Directors and staff have an obligation to perform their duties for the proper management and governance of the business and to comply with the Rules of regulatory authorities.

The Directors understand the need for Privacy. We will not use personal information collected for any purpose other than individual client care, mailing of skills and service information, or individual contact where requested. For these purposes, the information may be stored. In accordance with their rights under the Data Protection Act 1998, clients may request the amendment/deletion of the personal information held and to cease receiving direct marketing materials.

RMSL does not sell, rent or trade the personal information we hold.

The information we collect

We receive and store any information you provide us with. We use your contact details to communicate with you, we may also use your information to send you news about our services and to meet any contractual obligations that you may have with us.

We may contact you by post, email, telephone or SMS for these purposes.

You can obtain a copy of the information we hold, ask us to amend it or cease to use it. Please note that there may be instances where it may be necessary for us to communicate with you, in any event, for administrative or operational reasons relating to our service.

The information you provide us with may include

The information collected will be appropriate for the purpose intended only and may include the following:

- your name;
- company/organisation address;
- your address;
- e-mail address;
- the entity that you represent
- telephone number/s;
- an overview of your requirements;

We operate a CCTV system at the Revive Centre purely for the detection and prevention of crime. It operates continuously and recordings are held for one month. Your image may therefore be captured on our CCTV system when you are visiting or using facilities at the Centre.

Although we have a website www.revivecentre.com This is purely to advertise our services and is not used to collect information about you.

When do we receive information about you

You may give us information about you by filling in electronic booking forms, completing paper forms or by corresponding with us by telephone, e-mail or otherwise. This includes information you provide when you are:

- considering letting or leasing accommodation;
- considering a short term let of a room;
- contacting us for professional services;
- when you enter into a contract to rent or lease a room or office from us;
- when you apply for a job or register for work/training with us;
- purchase any of our goods or services;
- report a problem;
- when you enter the Revive Centre, Row Farm Lane, Derwent to access any of the services that are based there. Please note that CCTV images

How we share you information

We will not share your information with any third parties except for the following:

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation;
- when we are requested by HMRC for information in accordance with legislated powers;
- where we are required to do so by law or in connection with legal proceedings;
- to comply with Money Laundering Obligations. This includes exchanging information with other organisations for the purposes of fraud protection and credit risk reduction;
- we may disclose personal information to our accounting, legal or other

professional advisers;
to our insurers;
to courier, postal or transport service providers;
we may disclose personal information to our agents and service providers such as insurance brokers, EPC contractors and contractors - when you have given consent to this.

Retention of your information

We may keep and process your personal data for so long as you remain a client or until you inform us that you no longer wish to receive information from us.

Clients details must be held by us for accounting, taxation and legal reasons for 10 years.

We may also retain and process your personal data in a format that does not permit identification of you for historical and statistical purposes.

Where we store your data

All data collected will be kept securely on computer, with our secure network and paper files. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Your rights

If we retain your personal data after you cease to hold the capacity in which the personal data was obtained from you then you have the right to ask us not to process your personal data. You can exercise this right at any time by contacting us at Jackie.szrejder@revivecentre.com

Access your information

You are entitled to have access to the information we hold about you. Access request must be made by e-mail to Jackie.szrejder@revivecentre.com

We will respond within a reasonable period but not more than 14 days. This request may be subject to a fee of £50 to meet our costs in providing you with details of the information we hold about you.

Changes to our privacy policy

Any changes we may make to this policy will be available on the main reception at the Revive Centre. Please check back frequently to see any updates or changes to our privacy policy.

Contact Details

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to us by e-mail at jackie.szrejder@revivecentre.com

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Revive Management Services Ltd, Roe Farm Lane, DERWENT, Derby DE21 6ET. Tel 01332 288700

Data Protection Principles

Schedule 1 to the Data Protection Act lists the data protection principles in the following terms:

1. Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless –
 - (a) at least one of the conditions in Schedule 2 is met, and
 - (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

