

David Charles Property Consultants Limited are a firm of Chartered Surveyors, regulated by the Royal Institution of Chartered Surveyors and acting within their guidelines, further details can be found [www.rics.org](http://www.rics.org).

In response to the General Data Protection Regulation (GDPR), David Charles Property Consultants Limited have implemented the following 'Privacy Notice' documenting how we hold and process personal data:

David Charles Property Consultants Limited provides Management Services in the management of residential blocks and commercial property, including the collection of rent and service charges. The lawful basis on which these duties are performed are via a Management Agreement, and as stipulated by the covenants within the relevant Leases or Title Transfers that place legal obligations on the parties to the relevant legal document(s).

David Charles Property Consultants Limited provide commercial estate agency services in respect of office, warehouse, industrial and residential premises and also negotiate commercial rent reviews and lease renewals for landlords and tenants. The lawful basis on which these duties are performed are in accordance with our terms of engagement.

In order to fulfil these duties, David Charles Property Consultants Limited will require access to some personal information in order to communicate with you such as:

- Your name.
- Your address.
- Your telephone number (landline/mobile).
- Your email address.

Data is held on our records for as long as the 'data subject' has an interest in the property or company associated with that property.

Data pertaining to commercial agency clients who have requested to be added to our mailing lists, is held on our records until the data subject requests that it is removed.

Under GDPR rules, individuals about whom we hold data have the following rights:

- **Right to be Informed:** Individuals are informed of the information held on them via this Privacy Statement.
- **Right of Access:** Individuals may request to see a copy of the information held relating to them at any time. This information is provided at no cost. In this instance you should please contact your property manager, usual point of contact or our main switchboard for advice.
- **Right of Rectification:** We strive to hold accurate records at all times. We ask that you please contact us to advise of any changes to your contact details. In the event that any corrections are required, please contact us with, where applicable, documentary proof in the form of a legal document that the amendment is required.

- **Right to Be Forgotten:** Individuals may request the removal of personal data where there is no compelling reason for its continued processing. In this instance you should please contact your property manager, usual point of contact or our main switchboard for advice. Where applicable, we will make the process as straightforward as possible.
  
- **Right to Restrict Processing:** Individuals may request that data processing is restricted where the accuracy of the personal data is contested. Please contact us if there are any inaccuracies in the records we hold for you (see 'Right of Rectification' above). In this instance you should please contact your property manager, usual point of contact or our main switchboard for advice.
  
- **Right to Data Portability:** Individuals have the right to have their data transferred in a useable manner as they direct at no cost. In this instance you should please contact your property manager, usual point of contact or our main switchboard for advice.
  
- **Right to Object:** Individuals have the right to object to processing based on: legitimate interests in the public interest / exercise of official authority, on direct marketing, or for the purposes of scientific / historical research. David Charles Property Consultants Limited only process data directly related to their management and agency activities. This way that data is processed is set out in this privacy statement.
  
- **Right not to be Subject to Automated Decision Making (Including Profiling):** Individuals have the right to object to processing via automated decision making - David Charles Property Consultants Limited do not use automated decision-making.

Individuals have a right to make a complaint to Information Commissioners Office [www ICO.org](http://www ICO.org) if you believe there is a problem. We would of course prefer that you contact us in the first instance to address any queries or concerns.

**David Charles Property Consultants Limited will never share or distribute personal data for any purpose other than in the interests of good estate management, as part of an ongoing property transaction, or where specifically requested.**