

FOUR OAKS ESTATE LTD

Data Protection Act 2018 – Privacy Policy

What is the Data Protection Act?

The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). It applies to all organisations in the UK that hold or manage data that are personal to individuals and requires them to implement reasonable measures ('data protection principles') to protect that data against loss, exposure or misuse. Data must be used fairly, lawfully and transparently. It must only be used for specified purposes that are relevant and limited to what is necessary. It must be accurate, up to date and only kept for as long as necessary.

Four Oaks Estate Ltd

Four Oaks Estate Ltd takes your privacy seriously and will only use your personal information to administer your road frontage charge account and to provide you with information in respect of estate management matters relating to Four Oaks Estate.

Your email address will be used for sending road frontage charge demands, quarterly newsletters and other communications relating to the management and affairs of Four Oaks Estate. It will not be released to any third party nor used for any form of marketing purposes. If we do not have an email address for you, your road frontage charge demands will be sent to you by post.

What personal information do we hold about you?

We maintain a register of ownership of all houses on Four Oaks Estate and this includes the owner's name and telephone number/s (where provided by the owner). In addition we maintain a register of email addresses (where provided by the owner). Names, addresses, telephone numbers and email addresses constitute the 'contact details' that we hold. These 'contact details' are not shared with any third party nor used for any form of marketing purposes.

Besides the 'contact details' described above we do not hold any other personal information about you, such as financial or health related information.

We are informed by the buyer's or seller's solicitors when a house sale on Four Oaks Estate has completed and are provided with the buyer's/new owner's name. We then send a 'welcome letter' to the new owner, with a copy of the Residents Guide Book, our Privacy Policy and with a request to provide an email address and telephone number.

We use a third party provider, MailChimp, to deliver our newsletters and other general circular emails. Emails with the annual road frontage charge demand are sent personally to the owner concerned. MailChimp provides statistics about the opening rate of these emails and we use these to monitor and improve our service. For more information about this service please see MailChimp's privacy notice (www.mailchimp.com). You can unsubscribe from receiving emails at any time by clicking the unsubscribe link at the bottom of each email. By unsubscribing however you will not receive our newsletters or other emails relating to Four Oaks Estate matters.

How long do we hold your information?

Your contact details are only retained while you own a house on Four Oaks Estate. When we are notified that you have sold your house we delete your contact details (unless there are any unpaid road frontage charges, in which case the contact details are deleted when the unpaid charges have been settled).

Access to your information and correction of information

You have the right to request a copy of the information that we hold about you and can request this by letter or email (details shown beneath).

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove any information that you think is inaccurate.

How do we safeguard your information?

Our records, including the 'contact details' we hold for you, are kept securely encrypted and are backed up on a secure server. Our records are not accessible by any third party.

Website

Our website (www.fouroaksestate.com) is only accessible to Four Oaks Estate residents and not to third parties. Residents are required to request a user account and then respond to an automated email which creates a password and allows a user account to be created. The website contains documents and information relating to Four Oaks Estate and its management and does not include any personal information nor any 'contact details'. It does not contain links to other websites.

What rights do we have to process your information?

Four Oaks Estate Ltd has the right to process your information according to UK GDPR Article 6 (1) (f) (Data Protection Act 2018): "processing is based on legitimate interests".

How to contact us

Please contact us if you have any questions about our privacy policy or wish to request a copy of the personal information that we hold about you. Please either write to us or email us as shown beneath:

By letter to: The Secretary, Four Oaks Estate Ltd.
14 Fotherley Road, Shenstone, Staffordshire, WS14 0NJ.

By email to: stuart.tullah@gmail.com

Privacy Policy published by Four Oaks Estate Ltd (company number 00224411).
Registered office: 14 Fotherley Road, Shenstone, Staffordshire, WS14 0NJ.