

AM Surveying & Block Management - GDPR Privacy Notice

This privacy notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you whilst carrying out our property management and surveying services and any other services relating to these. We are required to notify you of this information under the General Data Protection Regulations.

Please ensure you read this notice (sometimes referred to as a “privacy notice” and any other similar notice we may provide to you from time to time when we collect or process personal information about you. This privacy notice contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who are we?

We are AM Surveying Property Services Ltd, trading as AM Surveying and Block Management, of Penelope House, Westerhill Road, Coxheath, Maidstone, Kent, ME17 4DH. We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as ‘controller’ of that personal information for the purposes of those laws.

In this privacy notice, references to “we” or “us” means AM Surveying and Block Management.

What do we do?

We offer a variety of surveying, valuation and specialist services for property owners. We are appointed by Freeholders/Resident’s Management Companies/Right to Manage Companies to manage the common areas of apartment blocks and private estates.

What is our role under the General Data Protection Regulation (GDPR)?

We consider ourselves to be a *Data Controller*. Data Controllers are subject to the Office of the Information Commissioner, the Supervisory Authority.



Information
Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel : 0303 123 1113

casework@ico.org.uk

<https://ico.org.uk>

Where did we get your data?

Your data was received via our website, contact form, email or telephone, from a lead generation service and/or via a solicitor on completion of the sale of your property. We receive data from solicitors and/or HM Land Registry when a property is purchased, as well as from other Data Controllers such as Freeholders/Resident’s Management Companies/Right to Manage Companies/Managing Agents for the purposes described below. We also receive data as passed to us by other Managing Agents where their services have been terminated and we have been appointed to take over from them.

What is the purpose of processing your data?

We use your data for the performance of a contract that you are party to, or a contract that you enter into directly with us.

What is the lawful basis for this processing?

Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract. See GDPR Article 6 (1) b.

The Freeholder/Residents Management Company/Right to Manage Company is required by the Companies Act 2006 to maintain adequate accounting records and a list of members past and present. Failure to comply would be a breach of covenant under the terms of the lease/transfer document which may result in legal action.

What type of data do we keep?

Name, address, email address, telephone numbers, interested parties, sub-tenant names, sub-tenant email, sub-tenant phone, letting agent details, other general contact information, payment comment, general notes, email, transaction details, bank details, date of birth.

Where is this data stored?

Data is stored electronically at our premises. Data stored on our electronic files is password protected. Access is only granted to administrators associated with our office. Our emails are stored on Microsoft Exchange server. We use Kaspersky Security software to protect data on our IT systems.

Our electronic data is stored on a server backed up by Avast Business Cloud Backup. Data is protected both in transit and at rest using three-tier encryption.

Data related to property management is stored in a database called Blockman which is operated on Amazon Web Services located in the EU. Data stored and transferred is encrypted. Access is only granted to administrators associated with our office.

Paper documents received are scanned and converted to electronic files where possible and stored on our secure IT system as outlined above. Paper documents that have been converted to electronic files are destroyed. Archived paper documents are stored in locked filing cabinets. Our offices are securely locked overnight and protected with an alarm system and CCTV monitoring. Access is only granted to administrators associated with our office.

Who is this data shared with?

This data is shared only with similar Data Controllers for the purpose described above. These Data Controllers are vetted by us, and include:

- Database Management System
- Accountants
- Contractors
- Solicitors
- Freeholders
- RMC/RTM Company Directors
- IT Support Services
- IT Data Storage Services
- Insurers & insurance brokers
- Loss Adjusters

We will share personal information with law enforcement or other authorities if required by applicable law.

How long will the data be stored?

Your data will be stored by us for as long as our appointment exists or for as long as required by Statute or for as long as Lawfulness of Processing can be established without consent. If you are a surveying client we will keep your data indefinitely unless you contact us and ask us to remove your data from our database.

What if you sell the property?

Where the Data Controller is a Company, there is still an obligation on the Data Controller to maintain adequate accounting records, and a list of past and present members. However, if you sell the property only your name, address and transaction details are necessary to satisfy this requirement. All other contact details are erased.

What are your rights?

- You have a right to be informed.
- You may request a copy of your data stored.
- You may request correction to any erroneous data.
- You may request deletion of data, if not in violation of statutory or contractual requirements.
- You may request a restriction on processing.
- You may lodge a complaint to the controller or object to processing.
- You may lodge a complaint to the Supervisory Authority.
- You may withdraw consent if processing originally required consent.

What happens in the event of a Data Breach?

In the case of a data breach, the Data Controller shall without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the Supervisory Authority and Data Subject, if the personal data breach is likely to result in a risk to the rights and freedoms of natural persons.

Changes to this Notice

This Policy may be subject to change and we will notify you of any changes.

Where can you find more information?

If you are an owner of property within a block managed by AM Surveying & Block Management, a copy of your GDPR data report is available to download online by visiting <https://www.amsbm.co.uk/> and clicking "client login". Please contact us if you are unsure of how to login.

Further information is available here :

- **GDPR Act Easy Read:** <https://gdpr-info.eu>

APPENDIX 1:

Data Subject Access Request Form

See proceeding page(s).

This form should be used to submit a request to be informed of the data we hold about you.

SUBJECT ACCESS REQUEST FORM

If you want us to supply you with a copy of any personal data we hold about you, please complete this form and send it to the address below. You are currently entitled to receive this information under the EU General Data Protection Regulation (GDPR). We will also provide you with information about any processing of your personal data that is being carried out, the retention periods which apply to your personal data, and any rights to rectification, erasure, or restriction of processing that may exist.

The information you supply in this form will only be used for the purposes of identifying the personal data you are requesting and responding to your request.

Please send your completed form and proof of identity to: enquiries@ambsbm.co.uk, or by post to:

Penelope House
 Westerhill Road
 Coxheath
 Kent
 ME17 4DH

Property owners who have access to our online portal, Myblockman, can login and view a GDPR report.

Go to: <https://am.myblockman.co.uk/login>

Section 1: Details of the person requesting information

Your full name:	
Your address:	
Your telephone number:	
Your email address:	

Section 2: Are you the data subject?

Please tick the appropriate box.

- ☐ **YES:** I am the data subject. I enclose proof of my identity (see below). Please proceed to Section 4.
- ☐ **NO:** I am acting on behalf of the data subject. I have enclosed the data subject's written authority and proof of the data subject's identity and my own identity (see below). Please proceed to Section 3.

To ensure we are releasing data to the right person we require you to provide us with proof of your identity and of your address. Please supply us with a photocopy or scanned image (do not send the originals) of one of both of the following:

- 1) **Proof of Identity.** We need one of the following: passport, photo driving license, national identity card, birth certificate.
- 2) **Proof of Address.** We need one of the following: utility bill, bank statement, credit card statement (no more than 3 months old); current driving license; local authority tax bill.

If we are not satisfied you are who you claim to be, we reserve the right to refuse to grant your request.

Section 3: Details of the data subject

Your full name:	
Your address:	
Your telephone number:	
Your email address:	

Section 4: What information are you seeking?

Please describe the information you are seeking. Please provide any relevant details you think will help us to identify the information you require.

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Please note that if the information you request reveals details directly or indirectly about another person we will have to seek the consent of that person before we can let you see that information. In certain circumstances, where disclosure would adversely affect the rights and freedoms of others, we may not be able to disclose the information to you, in which case you will be informed promptly and given full reasons for that decision.

While in most cases we will be happy to provide you with copies of the information you request, we nevertheless reserve the right, in accordance with Article 12 of the GDPR to charge a fee or refuse the request if it is considered to be “manifestly unfounded or excessive”. However, we will make every effort to provide you with a satisfactory form of access or summary of information if suitable.

Section 5: Information about the data collection and processing

If you want information about any of the following, please tick the boxes:

AM Surveying & Block Management is a trading name of AM Surveying Property Services Ltd.

VAT Reg No 811316080. Co Reg No. 06458260.

- ☐ Why we are processing your personal data
- ☐ To whom your personal data are disclosed
- ☐ The source of your personal data

Section 6: Declaration

Please note that any attempt to mislead may result in legal action.

I confirm that I have read and understood the terms of this Data Subject Access Request Form and certify that the information given in this application to AM Surveying & Block Management is true. I understand that it is necessary for AM Surveying & Block Management to confirm my / the data subject's identity and it may be necessary to obtain more detailed information in order to locate the correct personal data.

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Signature

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Date

Attachments:

I am enclosing the following copies as proof of identity:

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