

PRIVACY POLICY

Freehold Group Limited (“We”) are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Information we collect from you

We will collect and process the following data about you:

Information you give us or our agents by phone, e-mail or otherwise. The information you give us may include your name, address, e-mail address and phone number and banking information.

Information we collect about you.

Information regarding the ownership of your property and your contact details from public sources such as HM Land Registry, electoral registers or other publicly available registers;

Information we receive from other sources.

This is information we receive about you from your landlord or from your representatives such as your estate agent or solicitor during your purchase of the lease of the property.

We are working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, search information providers, credit reference agencies).

Information we receive about you from other entities associated with the management of the lease of your property such as the property management company or freeholder.

Uses made of the information

We use information held about you in the following ways:

Information you give to us. We will use this information:

to carry out our obligations in relation to the collection of ground rent and other amounts and any other obligations arising from any contracts entered into between us or for your benefit;

to provide you with the information, products and services that you request from us;

to provide you with information about our services we offer

to notify you about changes to our service and/or our obligations;

Information we collect about you. We will use this information:

to carry out obligations in relation to the collection of ground rent and other amounts and any other obligations arising from contracts entered into between you and us;

to carry out obligations of your landlord in relation to your property

to administer our site and for internal operations, including troubleshooting, data analysis and testing.

to allow you to participate in interactive features of our service, when you choose to do so;

as part of our efforts to keep our site safe and secure;

to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

information we receive from other sources. We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Disclosure of your information

You agree that we have the right to share your personal information with:

Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

Selected third parties including:

business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you;

credit reference agencies for the purpose of assessing your credit score.

We will disclose your personal information to third parties:

In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.

If FGL or any group company or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce any agreements; or to protect the rights, property, or safety of FGL or our landlord clients, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of managing your property, fraud protection and credit risk reduction.

Where we store your personal data

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at admin@freeholdgroup.co.uk.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

Changes to our privacy policy

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to admin@freeholdgroup.co.uk