



WOLSELEY COMMUNITY AND ECONOMIC DEVELOPMENT TRUST

TENANTS PRIVACY NOTICE

Your information and what we do with it

Being transparent and providing accessible information to individuals about how companies use personal information is a key element of the Data Protection Act and the General Data Protection Regulation. The most common way to provide this information is in a privacy notice.

The Wolseley Trust takes your confidentiality and privacy rights seriously. This privacy statement is issued by us to those who currently hold a lease with the Wolseley Trust for property on Wolseley Trust Business Park or Scott Business Park. This notice will explain how we collect, use and manage the personal data we hold about you and how we maintain confidentiality.

What is personal data?

Personal data is information about a living, identifiable individual. Your personal data is any information that can be connected to you personally including your name, address, date and any other demographic details. If you can be identified from the information, it becomes your personal data.

As a tenant on our Business Park, the Trust holds data which includes:

- Name
- address
- Contact information such as telephone number and email address
- Financial details for invoicing purposes

Why and how we collect data

We only keep your information for the purpose of you renting a premises on our business park. Information will specifically be used for:

- Lease documentation
- Invoicing
- Out of hours/emergency contact
- Internal record keeping

Your information may also be collected for other purposes such as CCTV recordings used for crime prevention, if you make an enquiry/complaint, or complete a survey. In all situations, we are legally bound by UK data protection law.

How do we keep your personal data safe and maintain confidentiality?

You have the right to privacy and confidentiality under the Data Protection Act (1998), the Human Rights Act (1998) and the Common Law Duty of Confidence.

Your information is stored as a hard copy application form and tenancy agreement, and electronically. We are committed to keeping your personal safe and secure. All our records are restricted from unauthorised access, use or disclosure. Only those with a legitimate reason can access your personal data. This may be through the use of technology, such as computers, controlled and secured servers or other environmental safeguards.

Details regarding the Trust's IT management systems and cyber security are detailed within the Trust's full GDPR Policy (available on request)

We have training, systems and procedures in place so that everyone working for us is aware of the high standards we expect them to adhere to when handling personal data.

Consent and the right to withdraw

At the start of tenancy and during the course of your occupation of property on our business park you will be informed of how your details and information will be used.

We will seek your consent prior to processing information. If you object you must inform the Wolseley Trust, however, if there is a legal reason, as outlined under the Data Protection Act, we may not require your consent, for example:

- Where the disclosure is necessary for the purposes of the prevention and/or detection of crime.
- Required by court or legal proceedings

You have the right to withdraw your personal data held with us as long as the erasure does not affect our business activities and legislative obligations.

How can I access the information you hold about me?

Under the Data Protection Act (1998) and the General Data Protection Regulation (2018), you have the right to request a copy of the information we hold about you, both on paper and electronically.

To exercise this right please contact the CEO of the Wolseley Trust.

How to raise a complaint

The Wolseley Trust CEO and staff team are available to assist with any comments, feedback or concerns that you may have with your Tenancy.

If you are dissatisfied with how we have handled your personal data you have right to raise a complaint with the Wolseley CEO and the Wolseley Trust Board of Directors.

Changes to this statement

If this privacy notice changes in any way, we will notify you in writing or via email.

Service or Project Specific Privacy Notices

This notice is specific to those who are tenants on our business parks. Other services or projects delivered by the Wolseley Trust will have their own dedicated privacy notice to tell people what information is being stored and shared. These notices will map out how personal information flows through the service or project and how it is processed.

How to contact us if you have any queries or concerns with this privacy statement

If you have any queries regarding the personal data we hold about you or questions relating to this privacy statement, please contact the Wolseley Trust office on 01752 607449.