



# Greenbelt Group Privacy Policy

## What is GDPR?

The EU General Data Protection Regulation (GDPR) is legislation that comes into force across the European Union on May 25, 2018.

Its aim is to standardise data protection laws and processing in order to meet the growing requirements of our digital age.

Ultimately, this means Greenbelt customers will have stronger and more consistent rights to access and control personal information.

## What action have we taken?

As a responsible, customer-focused company, Greenbelt are fully committed to ensuring information security within our business in accordance with GDPR.

To ensure we are fully GDPR-complaint, we have also:

- Introduced new technical and organisational measures to integrate data protection into our daily business activities.
- Conducted an audit to map all of our data flows.
- Documented in detail what personal data we hold, where it came from, who we share it with and what we do with it.
- Put in place policies for incident response, data retention and back-up.
- Drafted compliant agreements and due diligence procedures for ensuring third party processor arrangements meet and understand GDPR obligations.
- Shared our data protection policy on our website.

## Our commitment to data protection

We take information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection policy.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically and must undertake annual training on this.

## Information we collect and use

Information about you that we collect and use includes:

- Information about who you are: your name and contact details
- Information about your contact with us: meetings, phone calls, emails / letters
- Information that is automatically collected: via cookies when you visit our website

## Where we collect your information

We may collect your personal information directly from you or from a variety of sources, including:

- the developer from whom you purchased your property
- the solicitor/conveyancer involved in the sale/purchase of your property
- the appropriate Land Register for your area
- 3<sup>rd</sup> party tracing agencies
- public bodies such as councils or courts
- estate agents
- people living in your property
- internet searches

## What we collect and use your information for

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We do not perform automated decision making or profiling. We will collect and use your information only for the following purposes:

- to enable us to manage payment of invoices
- to enable us maintain our own accounts and records
- to provide customer care services
- to ensure we can comply with our legal or regulatory obligations

## How long we keep your information

We will keep your personal information only where it is necessary to provide you with our services while you are a customer.

We may also keep your information after this period where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

## Who we may share your information with

We may share your information with third parties for the reasons outlined in 'What we collect and use your information for.'

These third parties include:

- Companies we have chosen to support us in the delivery of the services we provide to you e.g. companies who can help us in our contact with you, for example a mailing company
- Our regulators and Supervisory Authority e.g. The Scottish Property Factor register
- Law enforcement, credit and identity check agencies for the prevention and detection of crime

We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.

## Your rights

As a Greenbelt customer, you have new rights under GDPR. Subject to conditions, these include the right of data portability, the right to object to the processing of personal data, the right to require us to update and correct your data, the right to erasure of data, the right to obtain a restriction on processing of data, the right to withdraw where applicable consent to processing of data.

You also have a right to lodge a complaint with the data protection authority should you wish – we will always facilitate such requests in a timely, efficient and professional manner within the GDPR guidelines.

## How to contact us

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, please contact us and we will do our utmost to make things right. If you have any questions about our Privacy Policy or the information we collect or use about you, please contact us at;

FAO Data Protection Officer  
Greenbelt Group Ltd  
McCafferty house  
99 Firhill Road  
Glasgow G20 7BE

**Email:** [mail@greenbelt.co.uk](mailto:mail@greenbelt.co.uk)

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