

# Privacy Notice for Block Management Services

**Effective Date:** 14 January 2025

## 1. Introduction

W&K Limited, Trading as Weldon & King (referred to as "we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, disclose, and safeguard your personal data in accordance with the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR), and other applicable data protection laws. You should read this privacy notice carefully so that you know and can understand why and how we use the personal information we collect and hold about you. It is important that you keep your personal information up to date. If any of your personal information changes, please contact us as soon as possible to let us know. If you do not contact us to keep your information updated, we may be prevented from supplying our services to you.

2. As a company providing block management services, we collect and process personal data related to freeholders, resident management companies, residents' associations, contractors, and leaseholders in the course of our business. This Privacy Notice applies to all individuals whose personal data we process, including leaseholders, contractors, employees, and other individuals we interact with in the context of our block management activities.

## 3. Who We Are

W&K Limited is a block management company that undertakes the management of flats, communal areas, and the associated tasks for freeholders, resident management companies, and residents' associations (our clients). We're a company registered in England and Wales with company number 4580579, whose registered address is at 65 Dilly Lane, Barton On Sea, New Milton BH25 7DH.

4. Our primary activities include maintenance, repairs, budgeting, health and safety matters, related legislative compliance, insurance, and liaising with our clients, contractors and leaseholders for properties under our management.
5. You can contact us in any of the following ways:
  - a. by phoning us on 01425 623423;
  - b. by emailing us at [mark@weldonandking.co.uk](mailto:mark@weldonandking.co.uk); or
  - c. by writing to us at 65 Dilly Lane, Barton On Sea, New Milton BH25 7DH.
6. We have appointed Mark Weldon as our data protection officer. You can contact him using the details set out above.

## 7. Information We Collect

We may collect use and store the following types of personal data, depending on the nature of our interactions:

### a) Leaseholders/Residents/Occupiers:

- Full name, any previous names
- Address (including property address)
- Contact details (phone numbers, email addresses)
- Financial information (eg bank details for payments of service charges, and other fees, and records of payments made and received)
- Death certificates, notice of probate or letters of administration from executors of the property owner
- Lease details (eg lease start and end dates, terms)
- Maintenance Records (eg details of maintenance requests and any correspondence related to repairs or services)
- Health and safety information (eg vulnerability to unaided evacuation, safeguarding, emergency contact details, information related to incidents or accidents on communal property)
- Legal and Compliance Data (eg details necessary for ensuring compliance with legal and regulatory requirements)
- Correspondence and communication records with us

### b) Contractors and Suppliers:

- Full name
- Contact details (phone numbers, email addresses)
- Business details (company name, registration, VAT number)
- Insurance details
- Payment and invoicing details
- Work history and performance
- Health and safety information (eg information related to incidents or accidents on communal property)
- Legal and Compliance Data (eg details necessary for ensuring compliance with legal and regulatory requirements)
- Correspondence and communication records with us

### c) Freeholders, Resident Management Companies, and Residents' Associations:

- Contact details (names, addresses, phone numbers, emails)
- Communication records
- Legal and contractual details relevant to the management of the property

### d) Other Individuals:

- Visitors to properties
- Emergency contacts (e.g., in case of accidents or incidents in communal areas)

## 8. How We Use Your Information

We use the personal data we collect for the following purposes:

- To manage and maintain communal areas of the property, including repairs and maintenance
- To process payments and handle financial transactions
- To liaise with contractors and suppliers for services relating to the block management
- To ensure health and safety compliance and meet legal obligations (e.g., fire safety checks)
- To administer and enforce the terms of leases, including service charges and rent collections
- To provide updates or notifications regarding property matters (e.g., planned maintenance, insurance matters)
- To communicate with you in relation to any issues concerning the property or management
- To comply with legal or regulatory obligations, including the transfer or disposal of your property

## 9. How We Collect Your Data

We collect your personal data through various means, including:

- Directly when you or your advisors or representatives provide information via email, phone, or written correspondence.
- From third parties, such as freeholders, residents' associations, or resident management companies.
- From publicly available sources, such as the Land Registry.

## 10. Purpose and Legal Basis for Processing Your Data

We hold, control and process personal data necessary and proportionate for the purpose of a recognised legitimate interest in carrying out our contractual, legal and regulatory responsibilities where there is a lawful basis to do so.

## 11. We process personal data based on one or more of the following lawful bases:

- **Contractual necessity:** Processing is required to fulfil our contractual obligations with you or the organization you represent or on behalf of freeholders, resident management companies or residents' associations.
- **Legal obligations:** We may need to process data to comply with legal or regulatory requirements, such as health and safety laws, building regulations or other property-related regulations.
- **Legitimate interests:** We may process your data based on our legitimate interests in managing the property and ensuring its maintenance or the legitimate interests of other leaseholders in upholding the terms of their leases.
- **Consent:** In some cases, we may rely on your consent to process personal data.

## **12. Sharing Your Data**

We do not share your personal data with third parties except as necessary for the performance of our block management services. This may include sharing with:

- Contractors and service providers engaged to perform maintenance, repairs or general or continuous services.
- Freeholders, resident management companies or residents' associations, superior lessors, sublessors, their directors, agents and advisors.
- Legal advisors, surveyors, consultants, brokers, insurers, loss adjusters, utility providers, or regulatory authorities as required, for professional advice, claims management, compliance or dispute resolution.
- Third-party service providers, such as accountants or auditors, who assist in financial management, IT suppliers, data storage, tax advisors.
- Other relevant parties, such as local authorities or emergency services, when required for health and safety or legal reasons.

Including disclosures to:

- public bodies who assert that they need personal data to fulfil a public interest task; disclosures for national or public security or defence purposes; emergency response; prevention or detection of crime; safeguarding vulnerable individuals; assessing tax; protecting vital interests; and complying with legal obligations.

We will never sell or rent your personal data to third parties for marketing purposes. We ensure that any third parties we work with are obliged to handle your data securely and in compliance with data protection laws.

## **13. Data Security**

We take the security of your personal data seriously and have implemented appropriate technical and organizational measures to protect it from loss, theft, misuse, or unauthorized access. These measures are designed to ensure that your personal data is processed securely and in compliance with applicable laws.

## **14. Data Retention**

We will retain your personal data for as long as necessary to fulfil the purposes for which it was collected or to comply with legal obligations. We may retain data related to property management and leasehold obligations for a period of time specified in the applicable laws or contracts and our legitimate business needs.

## 15. Your Rights

Under the UK GDPR, you have the following rights regarding your personal data, unless these are restricted by contract or the terms of your lease:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request correction of any inaccurate or incomplete data.
- **Right to Erasure:** You can request the deletion of your personal data, subject to certain conditions.
- **Right to Restriction of Processing:** You can request that we restrict the processing of your data in specific circumstances.
- **Right to Data Portability:** You can request a transfer of your personal data in a structured, commonly used, and machine-readable format.
- **Right to Object:** You can object to the processing of your data in certain circumstances.
- **Right to Withdraw Consent:** If we rely on your consent to process your data, you can withdraw it at any time.

To exercise any of these rights, please contact us using the details provided above.

- **Right to lodge a complaint with the Information Commissioner's Office (ICO):** If you believe your rights have been violated.

## 16. Changes to This Privacy Notice

We may update this Privacy Notice from time to time. The latest version will always be available on our website or upon request. Please review this notice regularly to stay informed about how we protect your personal data.

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This Privacy Notice outlines how we handle personal data in compliance with the UK GDPR. By engaging with our block management services, you acknowledge and consent to the terms outlined in this notice.