

The Wilky Group Ltd

Data Protection Policy & Privacy Notice

Our Policy

1 General:

The Company needs to gather and use certain information about individuals. These can include employees, clients, suppliers, business contacts and other people the Company has a relationship with or may need to contact.

The Company is committed to the protection of all personal and sensitive data for which it holds responsibility for as the Data Controller and the handling of such data in line with current and future data protection principles as laid down in legislation (e.g. Data Protection Act (DPA)).

Changes to data protection legislation will be monitored and implemented in order to remain compliant at all times.

The Company is also committed to ensuring that its staff are aware of data protection policies, legal requirements and that adequate training is provided to them.

The policy applies regardless of whether data is stored electronically, on paper or on other materials

The requirements of this policy are mandatory for all staff employed by the Company and any third party contracted to provide services within or for the Company. Failure to comply may be deemed as gross misconduct in accordance with the Company disciplinary policy and has the potential for an employee to be summarily dismissed and any agreement with a third party cancelled with immediate effect.

2 Notification:

Data processing activities will be registered with the Information Commissioner's Office (ICO) as required.

Changes to the type of data processing activities being undertaken will be notified to the ICO and details amended in the register.

Breaches of personal or sensitive data will be notified immediately to the individual(s) concerned and the ICO.

3 Personal and Sensitive Data:

All data within the Company's control will be identified as personal, sensitive or both to ensure that it is handled in compliance with legal requirements and access to it does not breach the rights of the individual to whom it relates.

The definitions of personal and sensitive data will be as those published by the ICO for guidance.

The Company will apply the following principles to all data processed:

1. Processed fairly and lawfully
2. Obtained only for lawful purposes and is not further used in any manner incompatible with the original purposes
3. Accurate and, where necessary, kept up to date
4. Adequate, relevant and not excessive in relation to the purposes for which it is processed
5. Not kept for longer than is necessary for those purposes
6. Processed in accordance with the rights of data subjects under the DPA and any other relevant legislation
7. Protected by appropriate technical and organisational measures against unauthorised or unlawful processing and against accidental loss, destruction or damage
8. Not transferred to a country or territory outside of the European Economic Area unless that country or territory ensures an adequate level of protection of the personal information.

4 Fair Processing / Privacy Notice:

The Company will be transparent about the intended processing of data and communicate these intentions via notification to any person to whom the data relates prior to the processing of that individual's data.

Notifications will be in accordance with ICO guidance.

The intention to share data relating to individuals to an organisation outside of our Company will be clearly defined within notifications and details of the basis for sharing given. Data will be shared with external parties in circumstances where it is a legal requirement to provide such information (e.g. HMRC).

Any proposed change to the processing of an individual's data will be notified to them prior to it occurring.

5 Data Storage / Security:

In order to assure the protection of all data being processed and inform decisions on processing activities, the Company will undertake an assessment of the associated risks of proposed processing and equally the impact on an individual's privacy in holding data related to them.

Risk and impact assessments will be conducted in accordance with guidance given by the ICO.

Security of data will be achieved through the implementation of proportionate physical and technical measures. Nominated staff will be responsible for the effectiveness of the controls implemented and reporting of their performance.

The security arrangements of any organisation with which data is shared will also be considered and these organisation will be required to provide evidence of the competence in the security of shared data.

General staff guidelines for security include but are not limited to:

- The only people able to access data covered by this policy should be those who need for their work
- Data must not be shared informally. Should access to confidential information be required and employee may request it from the relevant person responsible for that data
- Employees must keep all data secure, by taking sensible precautions and following the guidelines issued.

6 Data Access Requests (Subject Access Requests):

All individuals whose data is held by the Company, have a legal right to request access to such data or information about what is held.

A charge may be applied to process any such request which should be made, in writing, to the Data Processing Team, Parallel House, 32 London Road, Guildford, Surrey, GU1 2AB or via email to dp@wilky.co.uk.

Privacy Notice

1 ABOUT THIS POLICY

1.1 Your privacy is important to us and we want you to feel comfortable with how we use and share your personal information.

1.2 This policy sets out how The Wilky Group Ltd and its subsidiaries including Parallel Business Centres Ltd (comprising Parallel House and Cams Hall), Fetcham Park Ltd and Westmead House Ltd handle your personal information, including when and why it is collected, used and disclosed and how it is kept secure.

1.3 You will find our contact details at the end of this policy which you can use if you have any questions, including how to update or access your personal information or to make a complaint.

1.4 This policy may change, so please check time to time to ensure that you're happy with any changes. Please see further Changes to this policy in Section 11.

2 WHO WE ARE

2.1 The 'controller' of your personal information will be the company in our group that you are interacting with or with whom your information has been shared. A 'controller' is a company that decides why and how your personal information is processed.

2.2 Where this policy refers to “we”, “our” or “us” below, unless it mentions otherwise, it’s referring to the particular company that is the controller of your personal information.

3 HOW AND WHAT PERSONAL INFORMATION WE COLLECT

3.1 We may collect and process personal information about you. The type of information and our reason for collecting it may depend on the nature of our business relationship with you.

Personal information you give to us: This is information about you that you give to us by entering information via our websites or our social media pages or by corresponding with us by phone, email or otherwise and is provided entirely voluntarily. The information you give to us includes your name, contact details (such as phone number, email address and address), and details relating to your enquiry.

Personal information we collect about you: Our web servers store as standard details of your browser and operating system, the website from which you visit our website, the pages that you visit on our website, the date of your visit, and, for security reasons, e.g. to identify attacks on our website, the Internet protocol (IP) address assigned to you by your internet service. We collect some of this information using cookies. We may also collect any personal information which you allow to be shared that is part of your public profile on a third party social network.

We may also collect personal information including your name and contact details (such as phone number, email address and address etc.) in the normal course of business because we believe you may have an interest in our business activities and we may wish to contact you about this from time to time.

Personal information we may receive from other sources: We may obtain certain personal information about you from sources outside our business for which we consider we have a Legal Basis for so doing. The personal information received is as described above.

Automated decision making: We do not use automated decision making.

3.2 This is how we categorise our business relationship with you. Sometimes an individual will come under more than one category.

- Employees, Former Employees and Pension Scheme Members. The Legal Basis for holding such information is Legal.

- Tenants and Licence Holders based at our premises, In Touch clients and other external business clients. The Legal Basis for holding such information is Contractual.
- Employees of Tenants, Licence Holders and other clients. The Legal Basis for holding such information is Legitimate Interest.
- Contractors, Sub Contractors and Suppliers and their employees. The Legal Basis for holding such information is Legitimate Interest, except where a contract is in place between us.
- Business Contacts, including those who have expressed interest in our properties or activities. The Legal Basis for holding such information is Legitimate Interest.
- Potential clients and their employees who have expressed interest in our properties or services. The Legal Basis is Consent.
- Neighbours of our properties. The Legal Basis for holding such information is Legitimate Interest.
- Individuals, businesses and public office holders whom, we reasonably believe, are entitled to receive relevant information about a particular property development we are planning or carrying out. The Legal Basis for holding such information is Legitimate Interest.
- Private individuals or representatives of organisations who have hosted or expressed interest in hosting an event at Cams Hall or Fetcham Park or who have consented to receive information about them. The Legal Basis for holding such information is Consent.

4 HOW WE USE YOUR PERSONAL INFORMATION

4.1 Where required to comply with our LEGAL OBLIGATIONS

We will use your personal information to comply with our legal obligations.

4.2 Where required to perform a CONTRACT

We may use and process your personal information where it is necessary for the performance of a contract between us.

4.3 Where there is a LEGITIMATE INTEREST

We may use and process your personal information where it is necessary for us to pursue our legitimate interests as a business, including communicating with business partners and interested parties or where we reasonably believe we should keep you informed of our business activities. Before doing so we will have assessed that the communication is appropriate and relevant with minimal intrusion. You have the right to unsubscribe as described in Section 7.

4.4 **Where you have provided CONSENT**

We may use and process your personal information where you have **consented** for us to do so to keep you informed of our business activities, as well as products and services that we believe may be of interest to you.

You may withdraw your consent for us to use your information in any of these ways at any time. Please see “Withdrawing Your Consent” in Section 7 for further details.

5 **OTHERS WHO MAY RECEIVE OR HAVE ACCESS TO YOUR PERSONAL INFORMATION**

5.1 **Group companies**

We may share your information with other companies within The Wilky Group. They may use your personal information in the ways set out in “How we use your personal information” in Section 4, in connection with our products and services.

5.2 **Our suppliers and service providers**

We may disclose your information to our third party service providers, agents, subcontractors and other organisations for the purposes of providing services to us or directly to you on our behalf. We have satisfied ourselves that they comply with the legal requirements of GDPR to keep your information secure.

When we use third party service providers, we only disclose to them any personal information that is necessary for them to provide their service. If a third party shares your data with us we will use in accordance with this policy. Sometimes this third party will be acting as a controller of your information, therefore we advise you to read their privacy policy too.

5.3 **Other ways we may share your personal information**

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets, or during business restructuring or reorganisation. We may also transfer your personal information if we’re under a duty to disclose or share it in order to comply with any legal obligation, to detect or report a crime, to enforce or apply the terms

of our contracts or to protect the rights, property or safety of our visitors and customers. However, we will always take steps to ensure your privacy rights continue to be protected.

6 HOW LONG WE KEEP PERSONAL INFORMATION

6.1 If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws.

6.2 We do not retain personal information in an identifiable format for longer than is necessary.

6.3 Where you have exercised one of your rights to limit or stop us using your information as described below, we may need to retain a minimum amount of information on file to ensure your wishes are respected in the future.

7 YOUR RIGHTS

You have a number of rights in relation to your personal information under data protection law. We aim to respond within 30 days of receiving a request to exercise any of these rights.

7.1 Accessing your personal information

You have the right to ask for a copy of the information that we hold about you by emailing us at the address at the end of this policy. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold that information.

7.2 Correcting and updating your personal information

The accuracy of your information is important to us. If you discover that any of the information we hold is inaccurate or out of date, please let us know so we can amend it.

7.3 Withdrawing your consent

Where we rely on your consent as the legal basis for processing your personal information, you may withdraw your consent at any time by contacting us using the details at the end of this policy. If you have opted-in to receive direct marketing information from us but now would like to withdraw your consent, you can use the form at the top of this page. If you withdraw your consent, our use of your personal information before you withdraw is still lawful.

7.4 **Objecting to our use of your personal information**

Where we rely on our legitimate business interests as the legal basis for processing your personal information for any purpose(s), you may object to us using your personal information for these purposes by emailing the address at the end of this policy. Except for the purposes for which we are sure we can continue to process your personal information, we will temporarily stop processing your personal information until we have investigated the matter. If we agree that your objection is justified in accordance with your rights under data protection laws, we will permanently stop using your data for those purposes. Otherwise we will provide you with our justification as to why we need to continue using your data.

You may object to us using your personal information for direct marketing purposes and we will automatically comply with your request. If you would like to do so, please use our unsubscribe tool.

7.5 **Erasing your personal information or restricting its processing**

In certain circumstances, you may ask for your personal information to be removed from our systems by emailing the address at the end of this policy. Unless there is a reason that the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request.

You may also ask us to **restrict processing** your personal information where (i) you believe it is unlawful for us to do so, (ii) you have objected to its use and our investigation is pending or (iii) you require us to keep it in connection with legal proceedings.

In these situations, we may only process your personal information whilst its processing is restricted if we have your consent or are legally permitted to do so, for example for storage purposes, to protect the rights of another individual or company or in connection with legal proceedings.

7.6 **Transferring your personal information in a structured data file**

Where we rely on your consent as the legal basis for processing your personal information or need to process it in connection with your contract, you may ask us to provide you with a copy of that information. You can ask us to send your personal information directly to another party. We will do so in a secure manner if it is technically possible. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold that information.

7.8 **Complaining to the UK data protection regulator**

You have the right to complain to the Information Commissioners Office (ICO) if you are concerned about the way we have processed your personal information.

8 SECURITY MEASURES TO PROTECT YOUR PERSONAL INFORMATION

8.1 We use technical and organisational security measures to protect the personal information supplied by you and managed by us against manipulation, loss, destruction, and access by third parties. Our security measures are continually reviewed and improved in line with technological developments.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information whilst in transit and any transmission by you is at your own risk.

8.2 Our websites

We collate information about the number of visitors and their use of this website to improve the visitor experience. This statistical data does not identify visitors personally. It includes the domain from which you access the Internet, the date and time of access, the Internet address of the Web site from which you linked directly to our site and the pages you visited.

If you send an email requesting information, we will use your email address and other information to reply. We do not share personal information with third parties except as necessary to carry out our business or as required by law or other legal processes. We never sell your personal information.

8.3 Use of Cookies

A cookie is a small file containing a string of characters that is sent to your computer when you visit a website. When you visit the website again, the cookie allows that site to recognize your browser. Cookies may store user preferences and other information. You can delete cookies, reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some website features or services may not function properly without cookies. Other technologies are used for similar purposes as a cookie on other platforms where cookies are not available or applicable.

8.4 Links to other websites

Our website may contain links to other websites run by other organisations which we do not control. This policy does not apply to those other websites and Apps, so we encourage you to read their privacy statements. We are not responsible for the privacy policies and practices of other websites and Apps (even if you access them using links that we provide) and we provide links to those websites solely for your information and convenience. We specifically disclaim responsibility for their content, privacy practices and terms of use, and

we make no endorsements, representations or promises about their accuracy, content or thoroughness. Your disclosure of personal information to third party websites is at your own risk.

In addition, if you linked to our website from a third party website, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party website and recommend that you check the policy of that third party website.

8.5 Social plugins

We use so-called social plugins (buttons) of social networks such as Facebook, Google+ and Twitter. These establish a direct link to the server of the respective social network. The contents of the button are then transmitted from the social network directly to your browser and incorporated in the website.

The social network can retrieve data, independently of whether you interact with the button or not. If you are logged on to a social network, the network can assign your visit to the website to your user account. If you are a member of a social network and do not wish it to combine data retrieved from your visit to our websites with your membership data, you must log out from the social network concerned.

We have no influence on the scope of data that is collected by the social networks through their buttons. The data use policies of the social networks provide information on the purpose and extent of the data that they collect, how this data is processed and used, the rights available to you and the settings that you can use to protect your privacy.

9 MARKETING

9.1 We may collect your preferences to send you marketing information directly from us by email/SMS (where applicable). We will only do so if you have consented to receiving such marketing information directly from us, or if we believe we have a legitimate interest in doing so.

9.2 We may contact you with targeted advertising delivered online through social media and platforms (operated by other companies) by using your personal information, or use your personal information to tailor marketing to improve its relevance to you, unless you object.

9.3 We may share your personal information with recommended third parties for them to contact you with marketing information about their products and services if you have indicated already you would like us to do so. Once shared, the relevant third party's privacy policy will apply to their processing of your personal information, not ours. If you'd like to

opt-out of receiving marketing from a third party after providing your consent, you can do so at any time by contacting the relevant third party directly.

9.4 From time to time, we may ask you to refresh your marketing preferences by asking you to confirm that you consent to continue receiving marketing information from us.

9.5 You have the right to opt-out of our use of your personal information to provide marketing to you in any of the ways mentioned above.

10 **CHANGES TO THIS POLICY**

We may review this policy from time to time and any changes will be notified to you by posting an updated version on our website and/or by contacting you by email. Any changes will take effect 7 days after the date of our email or the date on which we post the modified terms on our website, whichever is the earlier. We recommend you regularly check for changes and review this policy when you visit our website. If you do not agree with any aspect of the updated policy, you must promptly notify us and cease using our services.

12 **CONTACT US**

If you have any questions, suggestions or complaints about the processing of your personal information or wish to contact us to amend/update your marketing preferences please email the data protection team at dp@wilky.co.uk.

The Wilky Group Ltd., Parallel House, 32 London Road, Guildford GU1 2AB