MILLENNIUM QUAY SERVICES

Privacy Notice

Version 2.0

1st August 2024

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1. Version Control

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Version 1.0	3rd January 2019
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2. About this privacy notice

This privacy notice provides you with information about how we collect, use and disclose your personal information.

It applies when you visit or use our website www.mquays.com (or www.mqra.co.uk), are a resident or leaseholder of Millennium Quay. Millennium Quay uses your personal information for the purposes detailed in this notice and acts as a Controller of the data that you provide or is collected for these purposes and it sets out the legal basis for doing so.

3. How do we collect your personal information

We use different methods to collect data from and about you:

• When you visit our website and enter your information online to register for our services.

• When you contact us with queries, to report disrepair, to raise an issue or make a suggestion or provide feedback to us on our services.

• When you have given a third-party permission to share with us the information they hold about you.

• Where we collect data from publicly-available sources or where the information is made public as a matter of law.

4. What personal information do we collect

We collect, use, store and transfer different kinds of personal data. This is:

• Your name and title.

• Contact details such as your address, email address and telephone numbers.

• Usage data and information on how you use door entry fob keys and our website.

• Technical data such as your internet protocol (IP) address.

• CCTV images and audio recordings.

5. Cookies

We use "cookies" on our websites. A cookie is a piece of data stored on a site visitor's computer hard drive to help us improve your access to our site and identify repeat visitors to our site.

In compliance with the 2011 EU Cookie Law, our website operates on an "Implied Consent" basis. This means that we will assume that you have opted-in for our website to deploy cookies until you choose to deactivate them within your browser settings

By default, the majority of popular web browsers automatically permit websites to deploy cookies onto your device.

Our web sites may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects your personal information.

6. How we use your personal information

We will only use your personal data when the law allows us to for the following purposes:

• Where we need to provide you with services.

• Where we have your consent.

• Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

• Where we need to comply with a legal or regulatory obligation.

Examples of how and when we may use your personal data are as follows:

• To send you communications required by law

•To advise you about changes to the services we provide you.

• To comply with our contractual or legal obligations to share data with law enforcement agencies.

• To book/arrange appointment requests (for example with a surveyor or contractor attending your property).

• We may use CCTV images or log entries of your door entry fobs to investigate any issues brought to our attention and may share these with law enforcement agencies where requested.

7. Sharing of your information

We will not share your information with any third party outside of our organisation unless it is necessary in order to fulfil your request or where we partner with another party to provide specific services.

When you sign up for these services, we will share your name and your contact information with the third party so that they can provide these services to you. These third parties can only use your personal data to provide these services.

8. Grounds for processing

We require a legal basis to capture and process your personal data. Here is each type of processing that we undertake; -

• We have a legitimate interest to capture your images in the entrances to the buildings and externally on the Millennium Quay Estate for security, prevention of crime and anti-social behaviour purposes.

• We use your consent to provide you with updates and information about Millennium Quay through our newsletters and updates. You may unsubscribe at any time by e-mail, by contacting thelodge@mquays.co.uk

• As a leaseholder we have a contractual obligation to provide you with updates about routine maintenance, service charges, meetings, legal matters, EGM's and AGM's.

• We have a legitimate interest to investigate any issues brought to our attention where we may refer to door access records to establish the identity of individuals involved.

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9. Data Retention

We will only retain your personal data for as long as is necessary to provide the services or where there is a legal requirement to do so.

10. Where we process your data

The Millennium Quay websites are hosted in a UK Data Centre.

11. Your communication preferences

You may update your communication preferences by contacting us at thelodge@mquays.com