

GDPR Data Protection Policy for Tandem Property Asset Management

Introduction

Tandem Property Asset Management is committed to ensuring the privacy and security of personal data it processes. This policy outlines how we handle personal data in compliance with the General Data Protection Regulation (GDPR), which applies to all individuals within the European Union (EU) and the European Economic Area (EEA). The GDPR is designed to give individuals more control over their personal data and ensure organizations handle it responsibly.

1. Purpose of Data Processing

Tandem Property Asset Management processes personal data for various business purposes, including but not limited to:

- Managing property and tenant information
- Providing property management services
- Communicating with clients, contractors, and tenants
- Conducting financial and business transactions
- Complying with legal obligations and regulatory requirements

2. Types of Personal Data We Process

We may collect and process the following categories of personal data:

- **Identification data:** Name, address, email, phone number, date of birth
- **Contractual data:** Lease agreements, rental payments, property ownership records
- **Financial data:** Bank account details, payment history, invoices
- **Communication data:** Email correspondence, phone call logs, and other interactions
- **Technical data:** IP address, browser type, and website usage patterns (if interacting with our website or digital services)

3. Legal Basis for Data Processing

We will process personal data only if we have a lawful basis for doing so, as outlined under the GDPR. The legal bases we rely on for processing personal data include:

- **Consent:** When individuals provide explicit consent for the processing of their data.
- **Contractual necessity:** When processing is required for the performance of a contract, such as lease agreements.
- **Legal obligations:** To comply with laws and regulations, including tax and financial record-keeping.
- **Legitimate interests:** Where processing is necessary for our legitimate interests, provided these do not override the interests or rights of the individual.

4. Data Retention Period

We will retain personal data only for as long as necessary to fulfill the purposes for which it was collected, or as required by law. Once the data is no longer required, we will securely delete or anonymize it.

5. Data Sharing

We may share personal data with third parties in the following circumstances:

- **Service providers:** We may share data with third-party service providers (e.g., contractors, accountants, legal advisors) to assist in property management, financial management, or legal compliance.
- **Regulatory bodies:** We may disclose personal data to regulatory authorities, tax authorities, or other governmental bodies when required by law.
- **Business transfers:** In the event of a merger, acquisition, or sale of assets, personal data may be transferred to the new owner, provided appropriate safeguards are in place.

6. Data Security

Tandem Property Asset Management implements appropriate technical and organizational measures to ensure the security of personal data, including protection against unauthorized access, alteration, disclosure, or destruction. These measures include encryption, firewalls, secure access protocols, and regular security audits.

7. Data Subject Rights

Under the GDPR, individuals have certain rights regarding their personal data. These rights include:

- **Right to access:** Individuals may request a copy of the personal data we hold about them.

- **Right to rectification:** Individuals may request correction of any inaccurate or incomplete personal data.
- **Right to erasure:** Individuals may request the deletion of their personal data, subject to certain conditions.
- **Right to restrict processing:** Individuals may request the limitation of processing their data under specific circumstances.
- **Right to data portability:** Individuals may request the transfer of their personal data to another service provider.
- **Right to object:** Individuals may object to the processing of their personal data based on legitimate interests or for direct marketing purposes.

To exercise any of these rights, individuals may contact us using the details provided below.

8. Data Protection Officer (DPO)

If you have any concerns regarding your personal data or how it is processed, you can contact our Data Protection Officer (DPO) at:

Tandem Property Asset Management

Andy Millington

Email: amillington@tandem-property.com

Phone: 0121 818 0327

9. Complaints

If you believe that we have not adhered to the requirements of the GDPR or any other applicable data protection laws, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) or your local data protection authority.

10. Changes to This Policy

We may update this policy from time to time to ensure compliance with the GDPR and other applicable laws. Any changes will be communicated to you, and we will update the date of this policy accordingly.

Effective Date: 04/02/2025