

Privacy Policy

Date: July 2024

This privacy notice provides an overview of how we manage and protect the personal data we receive or obtain about you. The data we collect about you and how we use it will depend on your relationship with us.

Estama (UK) Limited & Estama Management Limited are registered with the Information Commissioner's Office with registration numbers ZA164531 and ZB709856 respectively and processes data on behalf of their clients.

Introduction

Estama are one of the UK's leading specialists in commercial property & asset management.

This Privacy Policy, sets out the basis upon which any personal data we collect from you, or that you provide to us, may be processed and stored by Estama.

Personal data is any information that relates to an identified or identifiable living individual. Different pieces of information, which collected together can lead to the identification of a particular person, also constitute personal data.

Please read the following carefully to understand our practices regarding your personal data and how we will treat it. By providing your personal data to Estama you will be deemed to have consented to processing of such data by us as set out in this Privacy Policy.

You may withdraw your consent for a particular activity at any time providing it does not impact on any other lawful basis for processing your data such as contract or vital interest. This can be done by contacting info@estama.co.uk.

Collection and use of your personal data

Your personal data may be collected by Estama through our website, or meetings with and emails and telephone calls to us.

Your personal data may be processed by (or on behalf of) Estama for any of the following purposes:

- To communicate with you, such as in the course of developing a commercial relationship between us and your employer.
- To send you marketing communications via email or post.
- To create and manage records of your involvement with us.
- To use data analytics to improve our website, products/services, marketing, customer relationships and experiences.
- For the Security and wellbeing of our staff and visitors and for the purposes of managing our properties.

The legal basis for our use of data about you is one of the following:

- The performance of a contract to which you are a party;



- Compliance with a legal obligation to which we are subject; or
- A legitimate business interest that is not overridden by your interests, rights and freedoms which require protection.
- Where processing is required to protect the vital interests of an individual/s.

Where none of the above conditions apply, we will ask for your consent to process the data.

For a list of the type of personal data that we may collect please click [here](#).

Who do we share your data with, and for what purposes?

We will only share your data with anyone outside of Estama where it is justifiable under the General Data Protection Regulations (GDPR) to do so.

Updating & amending your preferences

We want to make sure that you are happy with the ways in which we hold and use your personal data. If at any time you wish to check, update or amend your personal data or preferences, please email us at info@estama.co.uk.

How long will data about you be kept?

We store data in accordance with legal, regulatory, financial and best-practice business requirements. Once our relationship with you ends, we will securely delete/destroy your data in line with our data retention policies.

What rights and options do you have?

You may have the following rights in respect of data about you that we hold:

- Request us to give you access to it;
- Request us to rectify it, update it, or erase it;
- Request us to restrict our using it, in certain circumstances;
- Object to our using it, in certain circumstances;
- Withdraw your consent to our using it;
- Data portability, in certain circumstances;
- Opt out from our using it for direct marketing; and
- Lodge a complaint with the supervisory authority in your country (if there is one).

You are able to exercise these rights by contacting us by emailing info@estama.co.uk.

Time limit to respond

We will aim to all respond to all legitimate requests within one month. If your request is particularly complex or you have made a number of requests it is likely to take us longer than a month to respond, we will notify you of that and keep you updated as to progress.

Your right to make a complaint

In addition to your legal rights set out above, you also have the right to make a complaint at any time to your local data protection authority, (see <https://www.gov.uk/data-protection/make-a-complaint>)



[complaint#:~:text=If%20you%20think%20your%20data,get%20advice%20from%20the%20ICO%20\).](#)


Information Commissioner's Office (ICO) is the UK supervisory authority for data protection issues (www.ico.org.uk). We are committed to protecting your personal data and would appreciate the opportunity to address any concerns or complaints you may have before you approach the ICO so that we can remedy them. Any concerns or complaints should be raised with the Data Protection Officer in the first instance.

Data Protection Compliance Officer

Our appointed compliance officer in respect of our data protection activities is:

George Grimes
Director & Head of Property Management

If you have any queries about this Privacy Policy or any queries about the protection of personal data we hold about you, please do not hesitate to contact us at info@estama.co.uk.



George Grimes
Director & Head of Property Management
Date: 01/07/2024