



## **Town Quay Developments Limited (Trading as Town Quay Developments)**

### **Privacy Policy**

#### **Who we are**

Town Quay Developments Limited is a boutique property company specialising in commercial development, investment and advisory and are based in the United Kingdom.

#### **Registered Address**

Third Floor  
Staple House  
Staple Gardens  
Winchester  
Hampshire  
SO23 8SR

#### **Company Number:**

5268419

#### **What data do we collect?**

Our Company collects the following data:

- Personal identification information – Such as your name and date of birth
- Contact information – Such as your telephone number, postal address or email address
- Special category data – We may also process special categories of personal data (sensitive data) such as data about your health or medical conditions. Prior to processing special category data, we will gain your informed and explicit consent.
- Financial information – Such as salary information, bank statements, financial accounts or credit referencing information.

#### **How do we collect your data?**

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online or other communication methods for our services.
- When completing an application for finance.
- In the course of face to face or remote meetings.



## How will we use your data?

Our Company collects your data so that we can:

- Process your application and manage your request.
- Email you with special offers on other products and services we think you might like.
- To monitor the performance of our products and services to ensure consumer outcomes are being achieved
- To collate survey data.
- Meet our obligations as a firm
- We may also process your personal information to allow us to comply with certain legal obligations to which we are subject to.

Data Type	Data use
Personal identification information	Used a part of the due diligence process
Contact information	Used to contact the client
Special category data	Used as part of the due diligence process if applicable
Financial information	Used as part of due diligence process to source finance

### Lawful Basis for Processing Data

Data Type	Lawful Basis for Processing
Personal identification information	Article 6 {1}{b} - contract
Contact information	Article 6 {1}{b} - contract
Special category data	Article 6 {1}{a} - consent
Financial information	Article 6 {1}{b} – contract

If you agree, Our Company will share your data with our partner companies so that they may offer you their products and services. You can opt out of this type of processing at any time notifying us. When Our Company processes your data, it may send your data to and also use the resulting information from, credit reference agencies (CRAs) to prevent fraudulent purchases.

The identities of the CRAs, their role also as fraud prevention agencies, the data they hold, the ways in which they use and share personal information, data retention periods and your data protection rights with the CRAs are explained in more detail in the CRA information notice (CRAIN) which is accessible [here](#).



## How do we store your data?

Our Company securely stores your data on our Microsoft One Drive and within Microsoft Outlook.

Data Location	Security
Microsoft Outlook	<a href="#">Microsoft office security link</a>
Microsoft OneDrive	<a href="#">Microsoft OneDrive security link</a>

We will only keep personal data for as long as necessary for the purposes for which it was gained and only where we continue to have a legal basis for doing so. Our Company will keep your different categories for different types of data for 6 years. Once this time period has expired, we will delete your data.

Data Type	Duration	Data Deletion Method
Personal identification information	6 years	Data deletion
Contact information	6 years	Data deletion
Special category data	6 years	Data deletion
Financial information	6 years	Data deletion

## Marketing

Town Quay Developments Limited understands that with the introduction of Consumer Duty, it is likely the level of communications issued by our business will increase. This will be necessary to support customers to understand the products and services offered and to provide support to customers throughout the lifecycle of the relationship.

Our Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

You have the right at any time to stop Our Company from contacting you for marketing purposes or giving your data to other members of the Our Company Group. Please contact us at any time to update your marketing preferences.

## What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.



**The right to rectification** – You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that Our Company erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to Our Company’s processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month from point of receipt to respond to you. If you would like to exercise any of these rights, please write to us:

Third Floor  
Staple House  
Staple Gardens  
Winchester  
Hampshire  
SO23 8SR

#### **How to contact us**

If you have any questions about Our Company’s Privacy Policy, the data we hold on you, or you would like to exercise one of your data subject rights, please do not hesitate to contact us.

Email us at: [alex.hunt@townquaydevelopments.com](mailto:alex.hunt@townquaydevelopments.com)

Call us on: 01962 868858

Or write to us at: Calpe House

St Thomas Street

Winchester

Hampshire

SO23 9HE

#### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner’s Office at [www.ico.org.uk](http://www.ico.org.uk)