

PRIVACY POLICY

London City Island and Goodluck Hope Leaseholders & Residents Association (RA) Privacy Policy

Who We Are

The RA “we/us/our” are a recognised Residents Association for the private Leaseholders and Residents of London City Island and Goodluck Hope, London E14 (together the “Estate”) including (but not limited to) the list set out in the Appendix from time to time and townhouses. The following privacy policy explains how we use any personal data we collect about you when you ask us to include you on our Members List.

The Purpose for Processing:

We will process your personal data for the following purpose:

Activities

1. To invite you to RA and other Meetings that we believe may be of interest to you, in particular to General Meetings and open Committee Meetings
2. Administration of the RA, including without limitation verification of your entitlement to

membership of the RA and any group whose membership is limited to RA members or specific RA members, such as building WhatsApp groups and the like

3. Internal accounts and records
4. Communications between the RA and you
5. Facilitating communication among our members, through internet fora, private social media and the like
6. Providing you with the opportunity to join other social media groups not under our control which we consider are of use to you
7. To provide you with information on Estate-related issues and matters that we think you may be interested in
8. To seek your views on any matter of relevance to the Estate or the surrounding area, to aggregate individual views and use the results to influence our own activities and to make representations to Ballymore, local or national bodies, or any other relevant entity: provided that no personal data of any individual will be communicated by us to anyone without the relevant person's express permission.

Legal basis for processing your data

We will be processing your personal data on the basis of consent for the purposes listed under Activities above.

Categories of Recipients

Please be aware that we will never share your information with any third parties for the purpose of selling or advertising goods or services to you (but see 6 above).

We will also share your personal data with email marketing software providers (such as MailChimp and some third parties (such as Survey Monkey) on occasion, simply for the purpose of technical facilitation of the distribution of communications to and among you. We have reviewed such providers for compliance with applicable data protection law.

We may also need to share your data with Ballymore and other organisations for the purposes of proving entitlement to membership of the RA.

Retention Period

We will retain your personal data unless you have advised us that you have withdrawn your consent for us to process it. But we may retain your data thereafter for the sole purpose of ensuring that we carry out your wishes and to the extent necessary for legal and regulatory purposes.

Your Rights:

Under UK data protection law you have the following rights in relation to your personal data.

We will aim to respond to any requests relating to your rights without undue delay and in any case within 30 calendar days of receipt of your request. We may ask you to confirm your identity so that we can validate a request. If you would like to make a request, please email or write to us using the contact details provided below.

- Right to Access – You have a right to request a copy of your personal data.
- Right to Rectification – You have the right to ask us at any time to make any corrections or remove any personal data that you believe is inaccurate.
- Right to Data Portability – You have the right to request for the information we hold about you to be provided in a portable format.
- Right to Erasure – You have the right to request the erasure of the personal data.
- Right to Restriction – You have the right to request a restriction in the processing of your personal data.
- Right to Objection – You have the right to object to the processing of your personal data

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical and

electronic procedures to safeguard and secure the information we collect.

To Withdraw Consent

You have the right to withdraw your consent to the use of your personal data. You can withdraw your consent at any time by emailing us at privacy@LCI-GLH-residents.org.uk

Complaints

If you are unhappy about any aspect of our process and you would like to file a complaint please contact us using the details below.

If you would like to make a complaint or report a concern about the way in which we have processed your personal data and/or the way we have handled your complaint then please contact the UK Information Commissioner's Office (see <https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/>).

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on our web page. This privacy policy was last updated 1 July 2024

Contact Us

If you have any further questions or would like to raise any concerns about the way in which your personal data has been processed please feel free to contact our Secretary at privacy@LCI-GLH-residents.org.uk

Appendix – List of Buildings/Houses

Agar
Amelia
Astell
Bridgewater
Corson
Defoe
Douglass
Dulke
Echo
Globe
Grantham
Hampden
Ruby
Hercules
Java
Kent
Meade
Modena
Prinsep
Rendel
Serapis