Log in or create your online account. Make payments and view your account on: www.homegroundonline.com

**Your Online Security Key:** [redacted]

HomeGround.
property matters made easy

# Invoice

[redacted]

**INVOICE:** [redacted]
Customer Ref:
Invoice Date: 29/11/2021

This Invoice - Due 01/01/2022

**COMMONHOLD AND LEASEHOLD REFORM ACT 2002, SECTION 166. NOTICE TO LONG LEASEHOLDERS OF RENT DUE – SEE OVERLEAF.**

Ground rent (Period 01/01/2022 – 31/12/2022) Gross: **£350.00**
in respect of Apartment [redacted]
given by your landlord:
[redacted]

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Remittance [illegible]

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11th August 2020

HomeGround.
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# Privacy Notice

## Introduction and background

The purpose of this privacy notice is to outline how HomeGround Management Limited ("HomeGround") has established measures to protect your privacy and information rights.

If you have any questions in respect of this notice, or would like to exercise your rights as a data subject (for example, to correct data or to exercise your right to access), HomeGround can be contacted as follows: enquiries@homegroundonline.com or PO Box 6433 London W1A 2UZ, marked for the attention of the Data Protection Officer.

## Your rights

We recognise that you have rights as a 'data subject', and that we have an obligation to uphold these.

This privacy notice aims to outline how we maintain these rights. In particular, it outlines:

- How we collect and process your information;
- Why we do this;
- What type of personal information we collect;
- How you can exercise your rights; and
- Who to contact in the event you're unhappy with our performance.

Under current UK data protection law, you have rights including:

| Right | Explanation |
|---|---|
| Right to be informed | This means that we have to be transparent in how we collect and use your personal data. |
| Right of access | You have the right to access your personal data. |
| Right to rectification | If the information we hold about you is inaccurate or incomplete, you can request that we correct this. |
| Right to erasure | You can request that we delete or remove personal data in certain circumstances. |
| Right to restrict processing | You have the right to request that we cease processing your data, if:<br>• you consider it inaccurate or incomplete; and/or<br>• you object to the reason we are processing your data.<br>We will review the validity of your request and respond to you with our decision. |
| Right to data portability | Where you have consented to our processing your data, or where the processing is necessary for us to deliver a contract, you can request a copy of that data be provided to a third party in electronic form. |
| Right to object | You have the right to object to our processing in certain circumstances. For example, you can object to: |

- We use insurance brokers to assist with sourcing and putting in place insurance policies for the buildings which we manage. Please refer to the short form Privacy Notice from Arthur J Gallagher Insurance Brokers Limited and Lockton Companies LLP below.
- We share data with management companies and managing agents in order to administer the obligations in your lease or title document.
- We use a cloud-based HR management system, to help us administer employee records.
- We share employee data with training, benefits, pension and healthcare providers and in compliance with any audit obligations imposed on us in relation to our business activities.
- We use confidential waste disposal for confidential documents.
- We have a leasing arrangement with a photocopier provider.
- We use property management software.
- We use a cloud-based software system to operate our customer call centre.
- We use a printing software provided by an external contractor to generate customer correspondence including secure printing and postal services.
- We use a secure eCommerce portal to enable customer payments via our website or via telephone.
- We use the Office 365 suite provided by Microsoft to handle our email and other office automation.

## Retention of data

With the exception of call recordings, HomeGround retains personal data for seven (7) years from our point of last contact. Call recordings are kept for a period of 6 months from the date of call. We hold this information to support our legal and regulatory requirements.

## Securing your information

HomeGround applies technical and organisational security measures in line with industry good practices such as ISO 27001. HomeGround has achieved the Cyber Essentials accreditation.

## Short Form Privacy Notice from Arthur J Gallagher Insurance Brokers Limited

Arthur J. Gallagher Insurance Brokers Limited is the data controller of any personal information you provide to us or personal information that has been provided to us by a third party. We collect and process information about you in order to arrange insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection, and financial management. This may involve sharing your information with third parties such as insurers, reinsurers, other brokers, claims handlers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators, police and government agencies or fraud prevention agencies.

We may record telephone calls to help us monitor and improve the service we provide. For further information on how your information is used and your rights in relation to your information please see our privacy notice at www.ajginternational.com/Privacy-Policy/. If you are providing personal data of another individual to us, you must tell them you are providing their information to us and show them a copy of this notice.

## Short Form Privacy Notice

HomeGround.
property matters made easy

20th November 2021

Dear Customer,

**Ref: Ground Rent Invoice**

Please find enclosed your invoice for ground rent.

As you will now know, HomeGround Management Ltd has been appointed by your landlord [redacted] to manage their freehold interest and therefore the lease of your property.

You can make payment and view your account on our Customer Portal at https://www.homegroundonline.com If you haven't yet registered your account, you can do so using your 12-digit customer reference number and security key which you will find at the top of your invoice.

Are the details we hold for you, correct?
We have tried to make the handover to HomeGround as smooth and efficient as possible and have carefully recorded all your account records passed to us. You can amend some of your details when you first log onto the customer portal. However, should you see anything else that looks wrong, please let us know so that we can correct your records as soon as possible

Please do not hesitate to contact us via our website or by email at enquiries@homegroundonline.com or in writing to our address below.

Yours faithfully,