

## Where We Collect Personal Information From

Most personal information is provided to us directly by you when you:

- apply for a job, rent a property, become a golf club member or an annual pass holder etc.
- talk to us on the phone or in our business offices
- correspond with us
- make insurance claims
- complete surveys
- if you take part in our events or visit our businesses
- ask us to send you marketing communications
- post on social media
- make payments
- use our websites or portals (e.g. tenants)
- take part in financial reviews and interviews

We also gather profile and usage data from devices you use to connect to those services, such as computers and mobile phones, using cookies and other internet tracking software; through our surveillance equipment (CCTV, ANPR and very occasionally, body worn cameras); and from our building access (fob) system.

Data is also provided to us by third parties working on our behalf including property professionals such as estate agents, chartered surveyors, planning consultants, land agents, building contractors, solicitors, managing agents for our properties.

- utilities companies
- credit reference agencies
- debt collection agencies
- insurers
- local authorities
- solicitors working on your behalf to extend leasehold tenures
- public information sources such as Companies House

Occasionally, we buy marketing lists but only where the company supplying the list can prove such lists are data protection compliant.