



Petra Management Ltd.

Company Policy re: GDPR on behalf of Owners Management Companies

Date: 25th May 2018

Reviewed 9th January 2019

Reviewed 20th August 2019

Reviewed 4th January 2021

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General Data Protection Regulation

In line with GDPR legislation that came into effect from 25th May 2018, we at Petra Management Limited have reviewed our processes, regarding personal data and the way we store information on behalf of Owners Management Companies (OMC's). Petra will only store data that is relevant. We will store data securely and will contact owners each year via AGM notification to request up to date information.

Since the introduction of the Multi-Unit Developments Act 2011 it has become a statutory obligation to provide the Owners Management Company with your details and those of your tenant (should this apply). Petra Management Ltd (as Agents) on behalf of each Owners Management Company use this information to communicate with owners/residents as part of the Development Management.

What is Petra Management Ltd(s) role under the General Data Protection Regulation (GDPR)?

Petra Management Ltd. is Data Processors & Data Controllers acting on behalf of Owners Management Companies (OMC's) who are also Data Controllers.

Petra Management Ltd. & each OMC are subject to the office of the Data Protection Commissioner at all times details for the Data Protection Commissioner below:

Canal House
Station Road
Portarlinton
Co. Laois
R32 AP23
Ireland
LoCall 1890 25 22 31
Email: info@dataprotection.ie
Web: <https://www.dataprotection.ie>

What type of data do we keep on behalf of your Owners Management Company?

Name, address, email, phone, interested parties, key holder names, key holder email, key holder phone, tenant names, tenant email, tenant phone, other general contact information, payment memo, general notes, email, transaction details, bank details, car registrations, email correspondence

***Please note that the above list is the information that is generally stored on file however we may hold additional information in certain circumstances when necessary.**

What is the purpose of processing your data on behalf of the OMC?

Your property is subject to a lease to which you, the Data Subject, and the Owners Management Company who is the Data Controller are bound. We have been appointed by your Owners Management Company Directors to manage your development and the covenants of the lease. This involves maintaining accounts, managing company affairs and dealing with common area matters. Data is only used for the original purpose for which it was provided. Petra Management Ltd. would never sell any information or client data.

Where did Petra Management Ltd. obtain your data?

Originally your data was received through the Data Controller from your solicitor when you purchased your property. Subsequently any data received by us was through the previous Data Processor/Controller e.g. previous managing Agent or directly from you for the purposes described above.

What is the lawful basis for processing the OMC's Data?

Processing is necessary for the performance of a contract which the data subject (you) is a party to [Article 6 GDPR (1)b].

Processing is necessary for compliance with a legal obligation to which the Data Controller is subject [Article 6 GDPR (1)c]. In this case OMCs are required by the Companies Act 2014 to maintain adequate accounting records. Similarly, under the Multi-Unit Developments Act 2011(Mud Act) a unit owner is under an obligation to furnish the OMC with owner & tenant contact details.

OMC CCTV Footage

For OMCs with CCTV in place Petra Management Ltd. are data controllers (On behalf of the OMC) for CCTV footage also. The recorded data is generally stored for a period up to 30 days but could exceed this depending on capacity of system installed. Any requests for access to this data must be received in writing from an Gardaí Siochana. The information is then passed onto a member of An Garda Siochana for use in their investigations. Petra does not keep a copy of this data on file.

Where does Petra Management Ltd. store the Data on behalf of the OMC?

This data is stored in our Client database called Zoho. This is a cloud based portal which is password protected. Data stored and transferred is encrypted. Data is also stored on a secure server located in Petra's Office. Access is only granted to administrators and staff who are fully aware of our GDPR Policy.

Who is this data shared with?

This data is shared only with similar Data Processors for the purpose described above. See below list detailing categories of Data Processors whom your information is shared. – *Please note that the following list is not exhaustive, but should be used as an indication.

Categories of Data Processors:

Access control specialists, Accountants/ Auditors / Tax Advisors, Architects, Banks, Builders, Building suppliers, Building Surveyors, Carpet Cleaning, Carpet Replacement, CCTV Maintainers and Suppliers, Cleaning Contractors, Database Management Systems, District Heating Specialists, Drain Companies, Electricians, Emergency after hours contractors, Engineers, Estate Agents, Fall Prevention Specialists, Fire equipment maintenance companies, Fire Inspectors, Fountain Maintenance companies, Furniture Suppliers, Garden Landscaping, General Maintenance, Information Technology Specialists, Insurance Adjusters, Insurance Assessors, Insurance Brokers, Intercom Systems, Key Cutting companies, Landscaping contractors, Lift Service engineers, Locksmiths, Painting Contractors, Parking control companies, Pest Control companies, Photographers, Plumbing contractors, Project Managers, Pump maintenance companies, Refurbishment companies, Refuse / Recycling companies, Repairs and maintenance companies, RTB, Security Companies, Solicitors / Legal Advisors, Tarmacadam / Road surfacing companies, Tree Surgeons / Arborists, Utility Companies, White goods supply companies, Window Cleaning, Window / Glass installation and replacement companies.

How long will Petra Management Ltd. store your information on behalf of the OMC?

Your data will be stored by Petra for as long as the contract between the OMC and Petra exists, or for as long as required by Statute. See below information re: statute

- Property Services (Regulation) Act 2011: 6 years
- Property Services (Regulation) Act 2011 (Client Moneys) Regulation 2012: 7 years
- Criminal Justice (Money Laundering and Terrorist Financing) Act 2010: 5 years

Please note that only relevant information is stored for the purpose of statute and all other information is deleted.

How do we delete personal data?

Any hard copy data is shredded securely after the required holding period. Any information on our CRM System is reviewed yearly and deleted after the required holding period.

What if you sell the property?

There is still an obligation on the Data Controller to maintain adequate accounting records, and a list of past and present members of the Owners Management Company as per the above noted legislation. However if you sell the property; your name, address and account details are necessary to satisfy this requirement. All other details are erased.

What are your rights?

- You have a right to be informed.
- You may request a copy of your data stored.
- You may request correction to any erroneous data.
- You may request deletion of data, if not in violation of statutory or contractual requirements.
- You may lodge a complaint to the controller or object to processing.
- You may lodge a complaint to the Supervisory Authority.
- You may withdraw consent if processing originally required consent.

What happens in the event of a Data Breach?

In the case of a data breach, the Data Controller shall without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the Supervisory Authority and Data Subject, if the personal data breach is likely to result in a risk to the rights and freedoms of natural persons.

Please note that this Policy is subject to change and the latest version will be available on www.petra.ie

For more information on GDPR

GDPR Act 2016 (pdf): https://www.blockman.ie/downloads/gdpr_act_2016.pdf

GDPR Act Easy Read: <https://gdpr-info.eu>

Official GDPR Website: <https://www.eugdpr.org>

Petra is committed to reviewing and updating its policies regarding GDPR, as required by legislation and in keeping with industry best practice.