

# Privacy Policy

**Last updated:** May 2026

## 1. Introduction

Greatwood Property Management, trading as Chaney's Chartered Surveyors ("we", "us", "our") and its subsidiaries are committed to protecting your personal data. We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable laws.

We aim to handle personal data:

- Fairly, lawfully, and transparently;
- Only for legitimate, defined purposes;
- With integrity, accountability, and security;
- While respecting your rights as a data subject.

This Privacy Policy explains how we collect, use, share, and protect your personal data when you interact with Chaney's Chartered Surveyors or our services.

## 2. Who We Are

### **Greatwood Property Management**

Company number: 2473115

Registered office: Vantage Point, 23 Mark Road, Hemel Hempstead, Hertfordshire, England, HP2 7DN

Greatwood Property Management is the data controller for the personal data we process. This means we determine the purposes and means of processing your personal data in accordance with UK GDPR and the Data Protection Act 2018.

If you are engaging with one of subsidiaries, specific privacy practices may also apply, but this Policy provides an overview of how Greatwood Property Management manages personal data across the group.

## 3. Personal Data We Collect

We may collect personal data from you to provide property management and related services. This includes:

### **Identity & Contact Information**

- Your name, date of birth, property address, correspondence address, email, and phone number.

### **Financial Information**

- Bank account details, payment history, and credit information (for rent, service charges, or AML checks).

### **Property & Maintenance Information**

- Repair history, access arrangements, communications regarding your property, and any maintenance records.

### **Security & Monitoring**

- CCTV footage of properties we manage (if applicable).

### **Criminal Offence Data**

- Results of anti-money laundering (AML) and sanctions checks, where required by law.

### **Technical & Online Data**

- IP address, browser type, device information, and cookies when you use our website.

### **How We Collect Your Data**

- Directly from you (e.g., forms, emails, phone calls).
- From third parties, including solicitors, developers, AML/sanctions providers, Land Registry, and Companies House.
- From contractors or service providers acting on our behalf.
- Automatically through our website (cookies and tracking technologies).

## **4. Why We Process Your Data (Lawful Bases)**

We process personal data under the following lawful bases:

- **Contractual necessity:** To manage your property, lease, or other services.
- **Legal obligation:** To comply with laws, including AML and sanctions screening.

- **Legitimate interests:** To manage properties effectively, prevent fraud, ensure safety, and oversee compliance.
- **Consent:** For optional marketing communications or other situations requiring your agreement.

Information on how we process criminal offence data can be found in our Privacy Notice: AML and Sanctions Screening: [Privacy Notice: Anti-Money Laundering \(AML\) and Sanctions Screening](#)

## **5. Use of Artificial Intelligence in Professional Services**

We may use artificial intelligence (“AI”) tools and systems to support the delivery of certain surveying and professional services where appropriate. Where AI is used in a manner that may materially impact the delivery of our services, we will inform clients in advance and explain the purpose and scope of such use. We maintain governance and review procedures for the responsible use of AI in accordance with applicable professional standards, including those published by the Royal Institution of Chartered Surveyors. Clients may contact us to request further information regarding the use of AI in the delivery of a surveying service (where applicable), including raise concerns or seek redress regarding AI-assisted services, or to discuss whether alternative non-AI supported processes may be available. Where applicable, information regarding professional indemnity coverage relating to AI-supported services can be provided upon request.

## **6. Who We Share Your Data With**

We may share personal data with:

- Legal and professional service providers;
- Credit reference and background check agencies;
- Maintenance contractors and service providers;
- Local authorities, utility providers, and government agencies (where required);
- IT and data hosting providers;
- Affiliated companies within our group;
- Emergency services or law enforcement if necessary.

We ensure all third parties adhere to data protection laws and implement adequate safeguards.

We generally aim to process your personal data within the UK area.

However, some of our third-party service providers may process your personal data outside of the UK. When this occurs, we will ensure that a safeguard recognized by the applicable laws is used to enable the transfer. We use the following safeguards:

- Transfers to countries that the UK authorities recognize as providing an adequate level of data protection, equivalent to the UK GDPR. For example, we rely on the adequacy decisions adopted by the UK.
- Entering into the UK standard contractual clauses with recipients outside the UK, which guarantee that UK GDPR-level protections continue to apply to your personal data, and that your rights are still protected.

## 7. Data Retention

We retain personal data only for as long as necessary for the purposes we collected it, including legal, accounting, or regulatory obligations. Typical retention periods include:

- Leaseholder information: 6 years after the relationship ends.
- AML / sanctions screening data: 7 years after the end of the relationship.
- CCTV footage: typically 30 days unless needed for investigations.

## 8. Your Rights

Under UK data protection law, you have the right to:

- **Access:** Request a copy of your personal data we hold.
- **Rectification or erasure:** Correct inaccurate information or request deletion where legally permitted.
- **Restriction or objection:** Limit or object to certain processing activities.
- **Data portability:** Receive your data in a structured, machine-readable format, and transmit it to another controller where feasible.
- **Withdraw consent:** At any time for processing based on consent (without affecting prior lawful processing).
- **Lodge a complaint with the ICO:** [www.ico.org.uk](http://www.ico.org.uk)

To exercise your rights, contact us at 01189 722333 or [www.chaneys-cs.com/complaint-form](http://www.chaneys-cs.com/complaint-form).

## How to Make a Data Protection Complaint to Us

If you have any concerns about how we use your personal data, you have the right to make a data protection complaint to us. You can contact us using the details set out above.

We will:

1. acknowledge your complaint within 30 days;
2. investigate the matter;
3. keep you informed where appropriate; and
4. provide you with a response, including the outcome of our investigation, without undue delay.

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

## **9. Security of Your Data**

We implement technical, physical, and organisational measures to protect your data, including:

- Password-protected and encrypted IT systems;
- ISO/IEC 27001-compliant cloud storage and backups;
- Access controls and employee confidentiality obligations;
- Staff training on data protection;
- Secure handling by third-party processors.

## **10. Cookies and Website Technologies**

We use cookies and similar technologies to enhance your experience, analyse traffic, and support website functionality.

- **Strictly necessary cookies:** Essential for website operation.
- **Analytical / performance cookies:** Track visitor interactions for performance insights.
- **Functionality cookies:** Remember your preferences and personalize content.
- **Targeting / advertising cookies:** Build interest profiles for relevant advertising.

You can manage or disable cookies via your browser settings. Disabling certain cookies may affect website functionality.

## 11. Marketing Communications

We may use your name and contact details to send you information about our services and offers that may be of interest to you.

We will only do this where we have your consent or it is in our legitimate interests, and you can opt out from these marketing messages at any time by:

- Clicking the “unsubscribe” link in our emails, or
- Contacting us at [privacy@odevo.com](mailto:privacy@odevo.com)

## 12. Updates to this Privacy Policy

We may update this Policy to reflect changes in law, guidance, or our practices. The latest version will be published on our website with the “Last updated” date.

## 13. Contact Us

For questions or concerns about this Policy or your data, contact:

**Email:** [privacy@odevo.com](mailto:privacy@odevo.com)

**Registered Office:** Vantage Point, 23 Mark Road, Hemel Hempstead, Hertfordshire, HP2 7DN