



Privacy Policy

Leybourne Grange Management CIC takes the privacy of your information very seriously.

LGM CIC is committed to ensuring that your privacy is protected, and we strictly adhere to the provisions of the General Data Protection Regulation 2018 (GDPR) and the Privacy and Electronic Communications Regulations 2003.

This Privacy Policy sets out how we (LGM CIC) collect and use personal information supplied by you via our website and other electronic communications such as email.

Please read this privacy policy carefully. When submitting your personal information on our website, you will have the option to view this policy and agree to its terms. By submitting an enquiry online, you are showing legitimate interest in our properties, so we will use your data for the purpose of your enquiry and any sales processes thereafter. As we operate in the UK, currently within the EU, the GDPR regulations stipulates that we must gain your consent for all other purposes for processing of your data. Your consent can be withdrawn at any point, please use the unsubscribe or preference tools on any of our digital communications, call or write to us.

If you have any queries about the policy, please get in touch using the contact details set out below and we will do our best to answer your questions.

All information is collected and retained by LGM CIC a company registered in England & Wales whose registered office is at:

Community Centre

82 Hawley Drive

West Malling

Kent

ME19 5FL

Email: admin@leybournechase.org

Tel No: 01732 617 335

Website: www.leybournechase.com

At times we may need to provide your data to subsidiary companies and partners. The transfer of data to subsidiaries and partners will be protected by suitable and compliant security measures. All subsidiaries and partners will be bound by data contracts and will operate as data processors under our instruction as data controllers.

We reserve the right to amend our privacy statement to reflect changes to our business, website or to data protection legislation. You should therefore revisit this privacy statement on a regular basis to ensure you are familiar with its terms.

We collect information you give us when you register with us, email us, arrange community property hire viewings and when requesting brochures. We require only the information we need to provide our service to you, such as:

your name

postal address

telephone number

email address

Any additional information requested will be to help us improve our services, over and above the basic required information, and it will be clear on the form that your response is voluntary, and you are free not to provide us with more information if you would prefer not to do so.

We may keep a record of data which is logged automatically by our ISP's servers, and which we analyse. This includes your IP address, the URL you visited before ours, the URL you visit after leaving our site and which pages you visit on our site. We do not store or analyse this data in a way that identifies any individual.

We will use your gathered information in order to:

- Provide you with the goods or services that you initially enquired about
- We will provide you the option at point of data capture to use your details to send you information about other products and services that may be of interest to you, which may include using your information to build a profile of relevant information
- Verify your identity for any financial transactions. Credit check points will be clearly discussed and not processed automatically
- Analyse transactions & interactions, so that we can train, administer, support, improve and develop our services to you
- Obtain your views or comments on the services we provide and to notify you about important changes or developments to our services

Further, where you have consented at point of data capture or during your interactions with us, we might also use your information to let you know about other services which we, an organisation offers. This might include, but might not be limited to, information relating to community events, or activities related to the wider area including the borough of Maidstone, any of which may be of interest to you. You will be able to withdraw consent at any time. We may also send you newsletters containing general information regarding our services.

You may ask us to remove you from our mailing lists at any time by writing to us at our registered office or use the unsubscribe or preference tools on any of our digital communications. You may also contact us in order to exercise your option of correcting your details and of being removed from our mailing lists when we send you email alerts or other information.

If you have any questions about our privacy statement or the information we hold about you, please contact us on the contact details on the Site.

You are entitled to apply to us for a copy of the information that we hold about you and to have inaccuracies corrected.

Cookie Policy

A cookie is a small piece of information which is automatically created by our website on your computer. Cookies are harmless to your computer and are a useful way of remembering the choices you have previously made while visiting our website.

If you don't want us to use cookies when you use our website, you can adjust your internet browser settings not to accept cookies. Your web browser's help function should tell you how to do this. Alternatively, you can find information about how to do this for all the commonly used internet browsers on the website: <http://www.aboutcookies.org/default.aspx>. This website will also explain how you can delete cookies which are already stored on your device.

Please note that if you set your computer to not accept cookies, there may be certain features/areas on our website that you may not be able to use.

General

You may request details of personal information which we hold about you under the General Data Protection Regulation 2018 (GDPR). If you would like a copy of the information held on you please write to:

The Data Protection Officer

LGM CIC

Community Centre

82 Hawley Drive

West Malling

Kent

ME19 5FL

If you believe that any information we are holding on you is incorrect or incomplete please contact us by post and we will update your information. Where possible, we will provide online methods to update your personal details.

Please note that we may change our Privacy Policy from time to time. If we make any changes, these will be shown on our website and will immediately supersede any previously posted information.