

## Who We Are

**Neo Property Solutions Ltd** gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

**Neo Property Solutions Ltd.**'s registered office is at **Neo Court, Cross Green Industrial Estate, Knowsthorpe Lane, Leeds, LS9 0PF** and we are a company registered in England and Wales under company number **06307859**. We are registered on the Information Commissioner's Office Register; registration number **Z2429241**, and act as the **Data processor** when processing your data. Our designated Data Protection Officer/Appointed Person is **Gully Chung**, who can be contacted at **the above address**.

## Information That We Collect

**Neo Property Solutions Ltd** processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

*The personal data that we may collect is: -*

- Name
- Date of Birth
- Home Address
- Personal Email
- Home Telephone Number
- Mobile Telephone Number
- Special Category Data (*i.e. health/medical information, details about religion, sexuality etc.*)

## How We Use Your Personal Data (Legal Basis for Processing)

**Neo Property Solutions Ltd** takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. ***The purposes and reasons for processing your personal data are detailed below: -***

- We collect your personal data in the performance of a contract or to provide a service and to ensure that orders are completed based on our contractual obligations

## Your Rights

You have the right to access any personal information that **Neo Property Solutions Ltd** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

## Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

## Safeguarding Measures

**Neo Property Solutions Ltd** takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, *including*: -

- Restricted access to your personal data (passwords)
- IT authentication
- Anti-virus software
- Firewalls

### How Long We Keep Your Data

**Neo Property Solutions Ltd** only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

### Special Categories Data

Owing to the services that we offer, **Neo Property Solutions Ltd** sometimes needs to process sensitive personal information (*known as special category data*) about you, to ensure your health and welfare are protected whilst fulfilling our contractual obligations. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

### Lodging A Complaint

**Neo Property Solutions Ltd** only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

### **Neo Property Solutions Ltd**

Alex Thompson  
Neo Court  
Cross Green Industrial Estate  
Knowsthorpe Lane  
Leeds  
LS9 0PF  
Tel: 0843 4554455  
Email: alex.thompson@neo-ps.com

### **Supervisory Authority**

Information Commissioner's Office (ICO)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF