



This Property Matters Ltd.
24 Lime Street
London EC3M 7HS
T: 020 7776 5000

Privacy Notice for Customers of TPM

Last updated 25 May 2018

Your privacy is important to This Property Matters Ltd. and TPM RED Ltd. (collectively known as “TPM”). We developed this notice to provide you with information on how we process our Personal Data when we provide services to you.

“Personal Data” is information relating to an identified or identifiable natural person.

TPM is a registered data controller and will collect and use information about customers in accordance with the data protection principles within the General Data Protection Regulation (GDPR).

This Privacy Notice outlines what you can expect when TPM collects your information. Acceptance of the terms of this Privacy Notice is a condition of any agreements between you (or your employer) and any TPM entities.

What information do we collect about you?

Contact information: Name, address, email, phone

Employment Position and Role

Evidence of Contact Information; Employment (e.g. copy of national identity cards, passport copies, evidence of address.)

We use video cameras for security purposes at our office location(s). Video image data is not permanently stored. Although we may use a 3rd party vendor to perform these services, image data is not shared with any other 3rd parties and is not used to personally identify you except for fraud and loss prevention and to prevent or investigate instances of suspected wrongdoing or potential criminal activity as permitted by law.

Purpose and Legal Grounds

Your Contact Information may be used for the purpose of sending you important information about services and products. The legal basis for processing your contact information for these purposes is TPM legitimate interest in providing you important services and/or products.

Your Evidence of Contact Information will be used to support KYC (“Know your Client”) policies. The legal basis for processing this information is TPM’s legal obligation to follow applicable laws and regulations in providing you the services and/or products.

TPM may also have to comply with other Legal Requirements or Obligations, Law Enforcement, and or Public Safety purposes.



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How we disclose Personal Data

We may disclose your Personal Data for the purposes as described in the prior section of this Privacy Policy in the following ways:

1. To Affiliates and Partners

With companies or ventures that are owned or controlled by TPM, and internally within TPM, in order to provide and improve Services and/or Products.

2. To Service Providers

With vendors upon which TPM relies to provide the services and/or products. This includes service providers who provide audit services aimed at maintaining or improving the delivery of the services and/or products.

3. For Legal Compliance, Law Enforcement and Public Safety Purposes.

With law enforcement, government or regulatory bodies, lawful authorities, or other authorised 3rd parties in order to comply with laws, regulations, court orders, or other legal obligations or to assist in an investigation, to protect and defend our rights and property, or the rights or safety of 3rd parties, to enforce our Agreement with you, this Privacy Policy, or agreements with 3rd parties, or for crime-prevention purposes.

Children

We do not knowingly collect Personal Information from Children under 16. If you become aware that a child has provided us with Personal Data then please contact us. If we become aware that a child has provided us data then we will take steps to delete it and cancel and services being provided.

How to contact us

If you have any questions, comments or concerns about how we handle your Personal Data then you may contact us through our switchboard (asking for Compliance Officer/Data Protection Officer or a Partner), or write to us at:

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24 Lime Street

London

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Reception Telephone: +44 20 7776 5000