

HANOVER GREEN DATA PROTECTION POLICY

Hanover Green takes Data Protection seriously. We comply with the requirements of the General Data Protection Regulation (GDPR) and are registered with the Information Commissioner's Office (ICO) under Registration Number Z1894574.

Our staff receive instruction on Data Protection issues and are aware of their responsibilities.

Under GDPR individuals have data protection rights. These include:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object

We respect these rights and we also use our best endeavours to ensure that our data systems are secure and that the data we hold is safe and protected.

SUBJECT ACCESS REQUEST HANDLING

Individuals have the right to know what personal information we hold on them and can do this by making a Subject Access Request (SAR) to our Data Protection Specialist, Richard Zoers. Contact Richard as follows:

Email: rzoers@hanovergreen.co.uk

Phone: 0203 130 6400

Mail: Hanover Green, Sackville House, 40 Piccadilly, London, W1J 0DR

We will verify the individual's identity and clarify exactly what data they are seeking. We will establish what personal data we hold on them and provide all information that is reasonable to provide within 30 days by way of email, or other reasonable method of communication that they request.

ERASURE AND RECTIFICATION HANDLING

Having received the information we hold on them, the individual has the right to request that this is deleted or rectified. We will comply with this request where it is reasonable to do so and we will inform the individual when we have done so. However we have a legitimate interest in collecting and processing certain personal data and we will normally retain this for a period of six years to comply with our legal and contractual requirements and for the establishment, exercise and defence of legal claims. We will not usually erase emails.