RIVERVIEW
ESTATE MANAGEMENT LTD

Privacy Policy

For Riverview Estate Management Limited

Last updated: 30 September 2026

1. Introduction

Riverview Estate Management Limited is committed to protecting personal information and respecting privacy. This Privacy Policy explains how we collect, use, store and share personal information when providing residential property management services in the United Kingdom, including services for leaseholders, freeholders, tenants, residents, landlords, management companies, contractors and other stakeholders.

We process personal information in accordance with the UK General Data Protection Regulation, the Data Protection Act 2018 and other applicable UK data protection laws. This policy should be read together with any service agreement, tenancy or lease documentation, website terms, CCTV notices, complaints procedure or other privacy information we provide.

2. Who is responsible for your personal information?

Riverview Estate Management Limited is usually the data controller for the personal information described in this policy, which means we decide how and why it is used. In some circumstances, we may act as a processor on behalf of a landlord, residents' management company, right to manage company, freeholder or other client. Where roles differ, we will explain this in the relevant contract or privacy notice.

Contact details: Riverview Estate Management Limited, 3 Slaters Court, Knutford, WA16 6BW, complaints@riverviewem.co.uk, 020 3574 9201. If we appoint a Data Protection Officer or data protection lead, their details will be provided.

3. Personal information we collect

Depending on our relationship with you, we may collect and use the following categories of personal information:

- Identity and contact details, such as name, address, email address, telephone number, date of birth and proof of identity.
- Property and occupancy information, such as property address, lease or tenancy details, ownership or residency status, household information, keyholder details and access requirements.
- Financial and payment information, such as service charge accounts, rent or ground rent records, payment references, arrears information, bank details where necessary and credit control correspondence.
- Maintenance and property management records, such as repair requests, inspection notes, contractor visit records, complaints, enquiries, insurance claims and health and safety communications.
- Legal and compliance information, such as right to rent documentation where applicable, anti-fraud checks, dispute records, tribunal or court correspondence, company membership records and statutory notices.
- Communications data, such as emails, letters, call notes, portal messages and records of meetings or consultations.
- Technical and website data, such as IP address, browser type, device information, cookie preferences and website usage data.
- CCTV, access control or security information where we manage systems in communal areas or offices.
- Special category information, such as health information, only where relevant and necessary, for example to make reasonable adjustments, respond to emergencies, support safeguarding, or manage specific access or vulnerability needs.

4. How we collect personal information

We may collect personal information directly from you, from our clients, from landlords, freeholders, residents' management companies, right to manage companies, estate agents, letting agents, contractors, referencing providers, credit agencies, public registers, local authorities, emergency services, professional advisers, insurers, courts or tribunals, and from building systems such as CCTV or access control where in use.

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5. Why we use personal information and our lawful basis

Purpose	Examples	Likely lawful basis
Providing property management services	Managing service charges, maintenance, inspections, building communications, access arrangements and resident enquiries.	Contract, legitimate interests, legal obligation.
Managing tenancies, leases and property records	Maintaining records of residents, owners, occupiers, landlords, freeholders and property interests.	Contract, legitimate interests, legal obligation.
Financial administration and credit control	Collecting rent, ground rent or service charges, managing arrears and producing accounts.	Contract, legitimate interests, legal obligation.
Health, safety and security	Managing fire safety, emergency contacts, access control, CCTV, incident records and contractor safety.	Legal obligation, legitimate interests, vital interests where necessary.
Legal and regulatory compliance	Responding to statutory notices, right to rent checks where applicable, tax, accounting, dispute resolution, court or tribunal matters.	Legal obligation, legitimate interests, contract.
Communications and customer service	Responding to enquiries, complaints, consultations, surveys and service updates.	Contract, legitimate interests, consent where required.
Marketing and optional communications	Sending newsletters, service information or promotional communications where permitted.	Consent or legitimate interests, depending on the communication and applicable rules.
Website operation and analytics	Operating our website, improving services and measuring website use.	Legitimate interests or consent for non-essential cookies.

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6. Who we share personal information with

We may share personal information where necessary with clients, landlords, freeholders, residents' management companies, right to manage companies, tenants, leaseholders, occupiers, contractors, maintenance providers, emergency services, local authorities, insurers, accountants, auditors, debt recovery providers, solicitors, barristers, courts, tribunals, IT providers, payment processors, referencing agencies, credit reference agencies, deposit schemes and professional advisers.

We only share information where there is a lawful reason to do so and we aim to share the minimum information necessary. Where suppliers process personal information on our behalf, we require appropriate contractual protections.

7. International transfers

We aim to store and process personal information in the United Kingdom or another country with appropriate data protection safeguards. If personal information is transferred outside the UK, we will ensure that appropriate safeguards are in place, such as adequacy regulations, approved contractual clauses or another lawful transfer mechanism.

8. How long we keep personal information

We keep personal information only for as long as necessary for the purposes for which it was collected, including to provide services, meet legal, accounting and regulatory requirements, resolve disputes and protect legal rights. Retention periods vary depending on the type of information and the reason it is held. Examples include keeping financial and accounting records for statutory periods, keeping tenancy or lease records for the duration of the relationship and an appropriate period afterwards, and keeping CCTV for a shorter period unless needed for an incident, claim or investigation.

9. Security

We use appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. These measures may

include access controls, secure systems, staff training, supplier due diligence, password protection, encryption where appropriate, secure disposal procedures and incident response processes.

10. Your rights

Subject to legal conditions and exemptions, you may have the right to request access to your personal information, correction of inaccurate information, deletion of information, restriction of processing, objection to processing, data portability, withdrawal of consent where processing is based on consent, and information about automated decision-making where applicable.

To exercise your rights, please contact us using the details in section 2. We may need to verify your identity before responding. We will normally respond within one month, although this may be extended where permitted by law for complex or multiple requests.

11. Complaints

If you have a concern about how we use your personal information, please contact us first so we can try to resolve it. You also have the right to complain to the Information Commissioner's Office, the UK regulator for data protection matters, at ico.org.uk or by calling 0303 123 1113.

12. Cookies and website privacy

Our website may use cookies and similar technologies to operate effectively, remember preferences, improve performance and understand how visitors use the site. Where required, we will ask for consent before setting non-essential cookies. You can manage cookies through your browser settings and any cookie preference tool we provide.

13. Marketing communications

We will only send marketing communications where we have a lawful basis to do so. You can opt out of marketing at any time by using the unsubscribe option in our messages or by contacting us. We will still send service, safety, legal and property management communications where necessary.

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14. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our services, legal requirements or data protection practices. The latest version will be made available on our website or provided on request.