SOUTHERN COUNTIES MANAGEMENT LIMITED

Privacy Policy

Last reviewed: November 2026

Southern Counties Management Limited respects your privacy. This policy explains how we collect, use, share, retain and protect personal information when providing our property management and associated services, and how you can exercise your rights under the UK GDPR and Data Protection Act 2018.

1. Information about us

Southern Counties Management Limited is registered in England and Wales (company number 06700197; VAT number 814 6400 53). Registered office: CKR, East Hill, Dartford, Kent DA1 1RZ. Postal address: PO Box 006, Enterprise Way, Edenbridge, Kent TN8 6HF. Telephone: 01732 860543.

ICO registration number: 00013496290. Data protection contact: Sharon Turner, Managing Director, sharonturner@scml.management. Alternative addresses: info@scml.management, matthewturner@scml.management and accounts@scml.management.

We are members of the Property Redress Scheme (PRS) and The Property Institute (TPI). Our website is hosted by one.com.

2. Scope of this policy

This policy applies to personal information concerning leaseholders, freeholders, residents, directors, client companies, contractors, suppliers, authorised representatives, website visitors and anyone contacting us. Our work includes residential property management, service charge and ground rent administration, company secretarial administration and conveyancing-related enquiries.

Depending on the activity, we may act as a data controller or process information on behalf of a client acting as controller. Where we act as a processor, the relevant client may also provide privacy information about its use of your data. External websites linked from our website have their own privacy policies.

3. What personal data means

Personal data is information about an identified or identifiable living person. Information about health or disability may be special category personal data, which requires additional protection. Although data protection law generally does not apply to deceased individuals, documents such as death certificates may contain personal information about living people and are handled confidentially.

4. Information we collect and where it comes from

- Names, contact details, correspondence addresses, property ownership and occupancy information, and communication preferences.
- Service charge, ground rent, payment, accounting and property management records, including maintenance, complaints, disputes and related correspondence.

- Business and contractor details, including occupations, professions, contact details and relevant insurance or compliance records.
- Company officer information where required for director appointments, resignations, Confirmation Statements and other filings, potentially including date of birth, occupation, nationality, residential and service addresses.
- Information requested by banks for client company accounts, verification and regulatory compliance.
- Conveyancing information concerning sales, purchases, transfers and remortgages, including enquiries, management packs, notices of transfer or charge and certificates of compliance.
- Lasting Powers of Attorney, Letters of Authority and other evidence of authority to act for an owner or leaseholder.
- Death certificates and related estate administration information, including details of executors, administrators and other personal representatives.
- Relevant information about disability, health, mobility or support needs where needed for fire safety or evacuation planning, accessibility or reasonable adjustments, such as large-print correspondence.
- Telephone call recordings and information submitted through our website or other communications.

We may obtain information directly from you or from residents' management companies, freeholders, landlords, leaseholders, residents, solicitors, conveyancers, mortgage lenders, banks, HM Land Registry, Companies House, contractors, professional advisers, attorneys, executors and other authorised parties.

5. How and why we use information

- Manage properties, communicate with relevant parties, organise repairs and inspections, and administer service charges and ground rents.
- Maintain accurate property, ownership, occupancy and accounting records; handle enquiries, complaints, disputes and legal matters.
- Carry out company administration, director changes, Confirmation Statements and other statutory filings, and support client company banking requirements.
- Respond to conveyancing enquiries and administer ownership changes, notices, certificates and remortgage-related requirements.
- Check authority to act under a power of attorney or letter of authority and administer matters following the death of an owner or leaseholder.
- Make appropriate communication adjustments and support lawful fire safety, emergency planning and evacuation arrangements, including identifying practical assistance residents may require.
- Maintain records, protect legal rights and comply with applicable legal, regulatory and contractual requirements.

Lawful bases

Depending on the circumstances, we rely on compliance with a legal obligation, performance of a contract (or steps taken before a contract), legitimate interests where these are not overridden by individual rights, or consent where appropriate. Our legitimate interests include effective property administration, responding to enquiries, keeping accurate records, protecting legal rights and maintaining service standards.

For special category data, including health or disability information, we identify both an Article 6 lawful basis and a separate applicable Article 9 condition, and apply additional safeguards. We seek to record only the information necessary for the relevant purpose; for example, the assistance needed in an emergency rather than an unnecessary medical diagnosis. We do not send unsolicited marketing communications or undertake solely automated decision-making or profiling producing legal or similarly significant effects.

6. Your data protection rights

Subject to applicable conditions and exemptions, you may have rights to be informed, access your personal data, have inaccurate data corrected, request erasure, restrict processing, object to certain processing, receive portable data where applicable, and rights relating to solely automated decisions. Where processing relies on consent, you may withdraw it at any time without affecting earlier lawful processing.

Some information must be retained to comply with legal obligations or establish, exercise or defend legal claims. Contact us using the details in section 11 to exercise your rights. You may also complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

7. Telephone call recording

We automatically record telephone calls using BT Cloud Voice. Recordings support training, quality assurance, confirmation of instructions, complaint and dispute investigation, accurate recordkeeping and protection of legitimate interests. Recordings are stored through BT Cloud Voice and may be downloaded into our systems when necessary. Access is restricted to authorised personnel. Recordings are kept only for as long as reasonably necessary, taking account of relevant operational, legal and dispute-related needs. Requests for recordings are assessed under data protection law, including the privacy rights of others.

8. Storage, security and retention

Most electronic records are stored in Dropbox; information may also be held in email, telephone and other business systems. Paper records are stored securely, including archives in a locked storage facility in Edenbridge. We use appropriate physical and electronic safeguards, including access controls and password protection. Sensitive documents, such as powers of attorney, authority letters, death certificates and relevant disability information, are accessible only to those who reasonably need them.

We retain information only for as long as reasonably necessary for its purpose, including relevant legal, accounting, regulatory, contractual and legitimate business requirements. Retention varies by record type and may continue after a sale, director resignation or end of a management appointment where justified. We securely dispose of information when no longer required. Where personal data is transferred internationally, we use safeguards required by UK data protection law.

9. Sharing information

We do not sell personal information. Where necessary and lawful, we may share relevant data with freeholders, client companies and their directors, contractors, accountants, solicitors, insurers, brokers, banks, mortgage lenders, conveyancers, HM Land Registry, Companies House, professional advisers, IT and cloud providers, regulators, authorities, and verified attorneys, executors or other authorised representatives.

For fire safety and emergency planning, relevant information may be shared with responsible persons, fire safety professionals or emergency services where necessary and lawful. Some information filed with Companies House becomes publicly available under statutory rules. We take appropriate steps to ensure suitable arrangements are in place with service providers processing information on our behalf. We may also disclose information where legally required, including in legal proceedings.

10. Accessing your information

You may make a subject access request verbally or in writing. To help us identify the information requested and maintain an accurate record, we encourage requests to be submitted in writing to our Data Protection Contact using the details in Section 11. We can provide an optional Subject Access Request form on request, but you do not have to use it. Where a request is made verbally, we may ask you to clarify the information requested. We may also ask for reasonable evidence of identity where necessary before disclosing personal information. We normally respond without undue delay and within one month, subject to applicable rules. Complex or numerous requests may permit an extension of up to two further months; if so, we will explain within the initial period. Requests are usually free, although fees or refusal may be permitted for manifestly unfounded or excessive requests. Legal exemptions and other people's privacy rights may limit what can be disclosed. Asking you to use our form or put a valid verbal request in writing does not, by itself, delay the statutory response period.

11. Contact and complaints

For privacy questions, requests or concerns, contact Sharon Turner, Managing Director, at sharonturner@scml.management, or write to Southern Counties Management Limited, PO Box 006, Enterprise Way, Edenbridge, Kent TN8 6HF. Telephone: 01732 860543. Alternative email addresses: info@scml.management, matthewturner@scml.management and accounts@scml.management.

We welcome the opportunity to address concerns directly. You also have the right to complain to the ICO: www.ico.org.uk.

12. Changes to this policy

We may update this policy to reflect changes in legislation, guidance or our operations. The latest version will be published on our website. Where required, we will take additional steps to notify affected individuals of material changes.