

About the company

Lenta Properties Limited ("Lenta") is a company registered in England and Wales under company number 01548851 whose registered office is at CP House, Otterspool Way, Watford, WD25 8JJ. Lenta is registered as a data controller with the ICO and our registration number is Z5700553. Lenta has a Privacy officer ("PO"). Contact details can be found at the end of this privacy notice.

About the privacy policy

This privacy notice applies to the personal data Lenta collects about you through www.lentaspace.com (our "Website"), by post, by telephone, in person, through our social media platforms, from third parties and when you otherwise communicate with us.

If you visit our website, Lenta will collect information about your engagement with us online via our cookies and similar technologies such as your IP address and geographical location. See our Cookie Notice for more information on our use of cookies and similar technologies

Our Website may, from time to time, contain links to and from the websites of third parties. If you follow a link to any of these websites, please note that these websites have their own privacy policies and Lenta does not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Definition of personal data

Personal data is any information that relates to an identified or identifiable living individual. This means that the individual is directly identifiable from that information or could be indirectly identified from that information in combination with other information.

Initial enquiry about office space

Registration with the Company – by phone, email or registered interest through the website.

What is collected: - Name, email address, phone number, Company name (this could be through a third-party broker).

Purpose: - To register your interest in our products and services and to provide consent for communication.

Data retention: - In alignment with all the Company customer data – 7 years.

Lawful basis: - In order to contact you about arranging a suitable date and time for viewings and to facilitate taking a new office with the Company. Plus, to be able to assist in the provision of a new office in the future.

Occupation of office space

Leasing space in an office building

What is collected: - Name, email address, Company name, phone number, home address (if a sole trader), emergency contact details.

Purpose: - For a possible lease agreement.

Data retention: - 7 years after the end of the lease. This is due to legal requirements. Lawful basis: - To enable the signing of a lease agreement.

Third party data transfer: - Information is passed to the Company's business rates advisor.

Licence to occupy space in an office building

What is collected: - Name, email address, Company name, phone number, home address (if a sole trader), emergency contact details.

Purpose: - For a possible licence agreement and to manage and develop our relationship with you.

Data retention: - 7 years after the end of the licence. This is due to legal requirements. Lawful basis: - To enable the signing of a licence agreement and to maintain a high quality service.

Third party data transfer: - Information is passed to the Company's business rates advisor.

Virtual office space

What is collected: - Name, home address, email address, phone number and some combination of passport, utility bill and driving licence.

Purpose: - To comply with a legal or regulatory obligation to provide the business service.

Data retention: - 7 years after the end of the licence. This is due to legal requirements.

Lawful basis: - In order to set up a contract and for compliance with legal obligations.

Third party data transfer: - Information is passed to the Company's anti-money laundering verification platform.

Potential services provided to occupants of a property

Provision of phone services

What is collected: - Phone numbers of calls placed outside of the telephone platform.

Purpose: - To provide services as per the occupancy agreement.

Data retention: - 7 years as part of the billing process.

Lawful basis: - In order to execute the contract for provision of services

Third party data transfer: - Data is collected and retained by the Company's IT service provider and their sub processors.

Gym usage

What is collected: - Name, emergency contacts, medical history.

Purpose: - To ensure compliance with health and safety regulations.

Data retention: - In alignment with all the Company customer data – 7 years.

Lawful basis: - Legal obligation under health and safety.

Provision of car parking

What is collected: - Name, email address, car make, model and number plate.

Purpose: - To allow access to car parking facilities.

Data retention: - 7 years after the end of the agreement, visitor parking – 1 year following visit.

Lawful basis: - Legitimate interest to provide car parking facilities.

Third party data transfer: - Information is passed to the Company's car park management company.

Provision of CCTV

What is collected: - Video footage of property, both inside and outside the building.

Purpose: - To protect persons and property.

Data retention: - Up to 31 days unless requested for legal purposes, after which video footage is automatically written over.

Lawful basis: - Legitimate interest in keeping the property secure and to protect persons.

Third party data transfer: - Transfer of data to an approved security monitoring company.

Holding names of business contacts

What is collected: - Name, email address, Company name, phone number.

Purpose:- Enable communication with a view to working together.

Data retention: - In alignment with all the Company customer data – 7 years.

Lawful basis: - Legitimate interest in being able to do business.

Visitors to the buildings

What is collected – Name, vehicle licence number.

Purpose – To allow access to the office.

Data retention – Deletion of the visitor sign in sheets 1 year after visit.

Lawful basis – Legitimate interest in being able to do business.

Entry to the buildings

What is collected – Name, time of entry.

Purpose – To allow access to the office.

Data retention –1 year after termination of agreement.

Lawful basis – Being able to provide safe and secure access to the buildings.

Emergency response

What is collected – Name, mobile phone number.

Purpose – To allow access to the office.

Data retention – 1 year after termination of agreement.

Lawful basis – Legitimate interest in being able to do business.

Insurance claims

What is collected – Name, address, car registration, medical records.

Purpose – To process any claims filed.

Data retention – For as long as there is the potential for a claim or while the claim is active.

Lawful basis – Legal obligation in order to be able to process claims.

Non-payment of amounts due

What is collected – Name, address, contact details, amounts owed.

Purpose – To action non payment of amounts owed to the Company.

Data retention – For as long as there is the potential for a claim or while the claim is active.

Lawful basis – Legal obligation in order to be able to collect monies owed to the Company.

Third party data transfer: - Transfer of data to an approved debt collection agency / company.

Data sharing

Except as explained in this privacy notice, Lenta will not share your personal data without your consent unless required to do so by law.

Lenta may share your personal data with the following third-parties where Lenta are legally required to do so or to assist us with administering the provision of our services to you: Business partners, suppliers and sub-contractors for the performance of any contract Lenta enters into with them to perform services on our behalf, such as:

- External auditors
- Payroll providers
- External advisors
- Debt collection agencies

How Lenta protects your personal data

Data Security

Lenta implements appropriate technical and organizational measures to protect your personal data.

Transfers of your personal data outside the UK

Your Personal Data may be processed outside of the UK. This is because the organisations Lenta uses to provide our service to you are based outside the UK.

Lenta has taken appropriate steps to ensure that the Personal Data processed outside the UK has an essentially equivalent level of protection to that guaranteed in the UK. Lenta does this by ensuring that:

- Your Personal Data is only processed in a country which the Secretary of State has confirmed has an adequate level of protection (an adequacy regulation), or
- Lenta enters into an International Data Transfer Agreement (“IDTA”) with the receiving organisation and adopt supplementary measures, where necessary.

How long Lenta keeps your personal data

Lenta will retain your personal data for as long as is necessary to provide you with our services and for a reasonable period thereafter to enable us to meet our contractual and legal obligations and to deal with complaints and claims.

At the end of the retention period, your personal data will be securely deleted or anonymised, for example by aggregation with other data, so that it can be used in a non-identifiable way for statistical analysis and business planning

Your data rights and how to complain

You have certain rights in relation to the processing of your Personal Data, including to:

- **Right to be informed**

You have the right to know what personal data Lenta collects about you, how Lenta uses it, for what purpose and in accordance with which lawful basis, who Lenta shares it with and how long the data is kept it. Lenta use our privacy notice to explain this.

- **Right of access** (commonly known as a “Subject Access Request”)

You have the right to receive a copy of the Personal Data Lenta holds about you.

- **Right to rectification**

You have the right to have any incomplete or inaccurate information Lenta holds about you corrected.

- **Right to erasure** (commonly known as the right to be forgotten)

You have the right to ask us to delete your Personal Data.

- **Right to object to processing**

You have the right to object to us processing your Personal Data. If you object to us using your Personal Data for marketing purposes, Lenta will stop sending you marketing material.

- **Right to restrict processing**

You have the right to restrict our use of your Personal Data.

- **Right to portability**

You have the right to ask us to transfer your Personal Data to another party.

- **Automated decision-making.**

You have the right not to be subject to a decision based solely on automated processing which will significantly affect you. Lenta does not use automated decision-making.

- **Right to withdraw consent**

If you have provided your consent for us to process your Personal Data for a specific purpose, you have the right to withdraw your consent at any time. If you do withdraw your consent, Lenta will no longer process your information for the purpose(s) you originally agreed to, unless Lenta is permitted by law to do so.

- **Right to lodge a complaint**

You have the right to lodge a complaint with the relevant supervisory authority, if you are concerned about the way in which Lenta is handling your Personal Data. The supervisory authority in the UK is the Information Commissioner’s Office who can be contacted online at: [Contact us | ICO](#)

How to exercise your rights

You will not usually need to pay a fee to exercise any of the above rights. However, Lenta may charge a reasonable fee if your request is clearly unfounded or excessive. Alternatively, Lenta may refuse to comply with the request in such circumstances.

If you wish to exercise your rights, you may contact us using the details set out below within the section called ‘How to contact us and our Data Protection Officer’. Lenta may need to request specific information from you to confirm your identity before Lenta can process your request. Once in receipt of this, Lenta will process your request without undue delay and within one month. In some cases, such as with complex requests, it may take us longer than this and, if so, Lenta will keep you updated.

How to contact us and our Privacy Officer

If you wish to contact us in relation to this privacy notice or if you wish to exercise any of your rights outlined above, please contact us as follows:

Data Protection Officer

Lenta Properties Limited

CP House

Otterspool Way, Watford

England, WD25 8JJ

By email: privacyofficer@lentaspace.co.uk