

Living in a property with a LiveWest leasehold

This privacy information should be read alongside the customer and members of the public privacy notice.

To provide an effective and efficient service to leaseholders, LiveWest will need to collect and use customers personal data. The lawful basis for this processing is:

- Contract
- Legitimate Interest
- Legal Obligation

(Descriptions of the lawful basis can be found in the customer and members of the public privacy notice)

How does LiveWest collect customer data?

LiveWest collects customer data:

- Directly from the customer
- From the customer's solicitors
- From LiveWest's solicitors
- From correspondence between the customer and LiveWest
- In connection with legal proceedings

How does LiveWest use customer data?

- For the purchase of the customer's lease
- For the collection of service charges

Sharing personal data

To ensure the smooth purchase of a leasehold property, and provide leasehold services, LiveWest may share customer data with:

- Lenders
- Solicitors
- Regulators such as The Council of Mortgage Lenders
- Contractors

- Local authorities
- Agencies which manage collection of service charges, including debt collection agencies

This is not an exhaustive list and there will be occasions where LiveWest shares data when legally allowed to do so.

How long does LiveWest keep your data?

LiveWest will retain information relating to the leasehold property for 12 years following the purchase of the customer's leasehold property. Following the end of this retention period, LiveWest will delete or securely destroy the data, unless we are required to keep it under law.

If LiveWest CCTV is installed in any communal areas. CCTV footage will be retained for three months before being deleted.