

Privacy Policy

Who we are and how to contact us

Arena Residents Association Limited (ARAL) holds the freehold interest in the Arena Apartments, Standard Hill, Nottingham NG1 6GL. It is a private company, limited by guarantee, and is registered in England and Wales (company number 06189912). The company's registered address is 14 Clarendon Street, Nottingham NG1 5HQ. Our website address is: www.thearenaapartments.co.uk .

You can contact us through our managing agents, FHP Property Consultants, by telephone on 0115 950 7577 or by email at block@fhp.co.uk. Alternatively you can write to us at our registered office, address above.

What personal data we collect and how we use it

We maintain a list of owners of all the apartments at the Arena. This information consists of each leaseholder's name(s) and postal address. Where possible we include in the list one or more email addresses and one or more telephone numbers. This information is collected when you purchase an apartment in the Arena or subsequently and is provided by you.

We collect this information so that we can communicate with leaseholders. We hold no other information about you. We retain the information you provide as long as you own an apartment in the Arena.

In the case of directors of the company, we also hold the information required to register your directorship at Company House.

In the case of members of the company, if we need to make a payment to you we will ask for details of your bank account so that we can transfer the money electronically.

ARAL does not hold any other information about leaseholders, or any information about the residents of apartments that are let.

Who we share your data with

We share information about the ownership of apartments and the contact details of leaseholders with our managing agents, FHP property Consultants, who manage the apartments on ARAL's behalf.

We take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. Our directors have access to your

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personal data so they can communicate with you. They may hold it in hard copy or as a file on a password-protected computer.

We do not share data with anyone else or with any other organisation. We always ask your express permission to put you in contact with another person or organisation. We do not send your data anywhere for storage. We do not conduct any analysis of your personal data. We do not use your data for marketing purposes. We may, however, disclose your personal information to the extent that we are required to do so by law.

The Arena Apartment website and cookies

The computers which host our website maintain site logs which collect the internet protocol (IP) address used to connect your computer to the internet. We may use software with this information to determine website usage; we do not use it to identify or obtain information about specific users. We do not collect any personally identifiable information through the website or provide any IP information to others.

We do not have a log-in or other facility for entering information into our website; website visitors are not able to leave comments on the website for others to read.

Articles on the Arena Apartments website may include embedded content (eg videos, images, articles, etc) from another website or hyperlinks to other websites. Embedded content from other websites behaves in the exact same way as if the viewer has visited the other website. We have no control over, and are not responsible for, the privacy policies and practices of third-party websites. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content.

What rights you have over your data

You can request to receive a list of the personal data we hold about you, which you will have already provided to us. You can correct any errors at any time by contacting us.

You can also request that we erase any personal data we hold about you. This does not include any data we need to keep for administrative purposes, so we can maintain a record of our ownership of your apartment and make contact with you.

Changes to our privacy policy

We may update this policy from time to time by publishing a new version on our website.

You should check this page occasionally to ensure you are happy with any changes.

Last updated September 2018