



Resident Info Privacy Policy

Version 1.0 - September 2026

Privacy Policy

Resident Info ("We", "Us", "Our") is a product operated by **My Block Manager Ltd**. We understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who uses the Resident Info website, portal, mobile applications and related services ("Platform") and will only collect and use personal data in ways that are described in this Privacy Policy and in accordance with our legal obligations.

Our Role in Processing Personal Data

Resident Info acts primarily as a data processor on behalf of property management companies, managing agents, resident management companies, right to manage companies, and freeholders. In these circumstances, those organisations are the data controllers and determine the purposes and means of processing personal data.

Where Resident Info acts as a data processor, personal data is processed only on the documented instructions of the relevant data controller except where processing is required by applicable law.

In some circumstances, Resident Info and/or My Block Manager Ltd may act as a data controller in its own right, including for account administration, platform security, technical support, service delivery, billing, fraud prevention, legal compliance, and the operation and improvement of the Resident Info platform.

Where Resident Info acts as a data processor, any requests relating to your rights under data protection law may need to be directed to the relevant property management company, managing agent, resident management company, right to manage company, or freeholder acting as the data controller. We will assist data controllers in fulfilling their obligations where required by law. Where a request is received directly by Resident Info relating to data processed solely on behalf of a data controller, we may forward the request to the relevant controller for response and assistance.

Where required by applicable data protection law, Resident Info will notify the relevant data controller of personal data breaches without undue delay and will assist the data controller in meeting any applicable reporting obligations.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is deemed to occur upon your first use of the Platform and/or when you register for an account. If you do not accept and agree with this Privacy Policy, you must stop using the Platform immediately.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

"Account"

Means an account required to access and use certain areas, features and services of the Platform.

"Cookie"

Means a small text file placed on your computer or device by the Platform when you visit certain parts of the Platform and/or use certain features. Details of Cookies used are set out in Section 14.

"Personal Data"

Has the meaning given to it under the UK GDPR and Data Protection Act 2018.

"Resident Info"

Means the online resident communication and property information platform operated by My Block Manager Ltd.

2. Information About Us

Resident Info is owned and operated by:

My Block Manager Ltd

Company Number: 15027921

Registered Office:

5 Cornfield Terrace

Eastbourne

East Sussex

BN21 4NN

VAT Number: GB 445 821 095

UK Data Protection Registration Number: ZB653994

Data Protection Contact: James Wilding

Email: privacy@resident.info

Correspondence Address:

Suite 2, Balcombe Pit Barns

Station Road

Glynde

East Sussex

BN8 6SH

3. What Does This Policy Cover?

This Privacy Policy applies to your use of Resident Info, including:

- The Resident Info website
- Resident portals
- Mobile applications
- Email notification services
- Resident communications
- Maintenance reporting tools
- Document sharing facilities
- Community and building communication features

This Privacy Policy applies to your use of the Resident Info Platform. The Platform may contain links to third-party websites. We have no control over how your data is collected, stored or used by other websites and recommend that you review their privacy policies before providing any information.

Children's Privacy

Resident Info is intended for use by adults involved in the ownership, occupation, management or administration of residential property. Where we become aware that personal data relating to a child has been collected without appropriate authority or legal basis, we will take reasonable steps to delete such information. Parents, guardians or data controllers who believe that a child has provided personal information through the Platform should contact us using the details provided in this Privacy Policy.

4. What Is Personal Data?

Personal data is defined under UK data protection legislation as any information relating to an identified or identifiable individual.

Examples include:

- Name
- Address
- Email address
- Telephone number
- Property details
- Account identifiers
- Device information
- IP addresses
- Online identifiers

5. What Data Do We Collect?

Depending on how you use Resident Info, we may collect the following information:

Identity Data

- Full name
- Title
- Resident status
- Leaseholder information
- Tenant information

Contact Data

- Email address
- Telephone number
- Postal address
- Property address

Account Data

- Username
- Password (hashed)
- Login history
- Communication preferences

Property Data

- Building or development information
- Property ownership information
- Occupancy details
- Unit references

Communication Data

- Messages sent through the platform
- Maintenance requests
- Survey responses
- Feedback submissions
- Community participation records

Technical Data

- IP address
- Browser type and version
- Device information
- Operating system
- Connection information

Usage Data

- Pages visited
- Features used
- Login activity
- Communication activity
- Download history

Messaging Data

- Messages sent between users
- Announcements
- Comments and replies
- Community discussions
- Read receipts and notification activity

Information posted within community discussion areas may be visible to other authorised users of the Platform with access to the relevant property, building or development.

6. How Do We Use Your Personal Data?

Under UK GDPR, we must have a lawful basis for processing your personal data.

We may use your personal data for the following purposes:

Purpose	Data Types	Lawful Basis
Managing Resident Info accounts	Identity, Contact, Account	Performance of a contract
Delivering resident communications	Contact, Account, Communication	Legitimate interests and contract
Providing building updates and notices	Contact, Property	Legitimate interests
Managing maintenance reporting	Identity, Property, Communication	Contract and legitimate interests
Administering the Platform	Technical, Usage	Legitimate interests
Security monitoring and fraud prevention	Technical, Account	Legitimate interests and legal obligations
Improving services and user experience	Technical, Usage	Legitimate interests
Compliance with legal obligations	Any relevant data	Legal obligation
Providing resident messaging, discussions and community communications	Messaging Data, Account Data	Contract and legitimate interests

Where legally permitted, we may also send service-related communications, important building updates, compliance notices and information relating to the management of your property.

Legitimate Interests

Where processing is based on legitimate interests, Resident Info has considered and balanced its business interests against the rights and freedoms of individuals. We will only rely on legitimate interests where we believe that such interests are not overridden by the interests, rights or freedoms of affected individuals.

7. How Long Will We Keep Your Personal Data?

We will retain personal data only for as long as necessary to fulfil the purposes for which it was collected.

Retention periods may vary depending on:

- Legal obligations
- Contractual requirements
- Property management requirements
- Statutory limitation periods
- Regulatory investigations
- Legitimate business needs

Where data is no longer required, it will be securely deleted or anonymised.

Account information will normally be retained for the duration of a user's access to the Platform and for up to seven years after account closure unless a longer retention period is required by law, contractual obligations, ongoing disputes or legitimate business requirements.

Where an account is deleted, Resident Info may retain limited records necessary to maintain audit trails, comply with legal obligations, prevent fraud, resolve disputes and enforce contractual rights.

8. How and Where Do We Store or Transfer Personal Data?

Resident Info uses secure hosting infrastructure and industry-standard security measures to protect personal data.

Resident Info stores primary production data within UK-based data centres.

Where personal data is transferred outside the United Kingdom, Resident Info will ensure that appropriate safeguards are implemented in accordance with applicable data protection laws.

We implement technical and organisational measures designed to safeguard personal information against unauthorised access, loss or misuse.

Contractors and service providers will only be granted access to information necessary for carrying out authorised services relating to the management, maintenance or operation of the property.

9. Do We Share Personal Data?

Personal data made available through the Platform may be accessible to the relevant property management company, managing agent, resident management company, right to manage company, freeholder, authorised contractors and authorised users where necessary for the management, administration, maintenance, communication and operation of the property or development.

We may share data where necessary with:

- Property management companies
- Freeholders and Right to Manage companies
- Managing agents
- Maintenance contractors
- Professional advisers
- Technology service providers
- Hosting providers
- Regulatory bodies
- Law enforcement agencies where required

We will only share information where there is a lawful basis for doing so.

The identity of the relevant data controller responsible for your property or development can usually be obtained from the managing agent, property manager, resident management company, right to manage company or freeholder responsible for administering the property.

Information may be disclosed to contractors, consultants and suppliers where reasonably necessary to investigate, quote for, undertake, certify or inspect works relating to a property or development.

We do not sell personal data to third parties.

10. Uploaded Documents and User Content

Resident Info may allow users, property managers, managing agents, residents, leaseholders, directors, contractors, and authorised third parties to upload, store, share, and access documents through the Platform.

Examples of uploaded content may include:

- Service charge accounts
- Budgets and financial reports
- Meeting minutes
- Building safety documentation
- Insurance certificates
- Lease and property-related documents
- Maintenance reports
- Contractor quotations and invoices
- Forms and correspondence
- Resident-submitted documents

Ownership of Uploaded Content

Any documents uploaded to Resident Info remain the property of the individual or organisation that owns the document or has the legal right to upload it.

By uploading content to the Platform, the uploader confirms that:

- They have authority to upload the content.
- The content does not infringe the rights of any third party.
- The content complies with applicable laws and regulations.
- Any personal data contained within the document has been obtained and processed lawfully.

Processing of Documents

Resident Info processes uploaded documents solely for the purpose of operating the Platform and providing services to authorised users.

This may include:

- Secure storage of documents.
- Displaying documents to authorised users.
- Indexing documents to enable searching and retrieval.
- Creating backup copies for disaster recovery purposes.
- Generating notifications relating to newly uploaded or updated documents.
- Providing access controls based on user permissions.

Access to Documents

Access to uploaded documents is controlled through permissions assigned by property managers, managing agents, administrators, freeholders, Right to Manage companies, or other authorised organisations using the Platform.

Users will only be able to access documents that have been made available to them according to their assigned permissions.

Security of Uploaded Documents

We implement appropriate technical and organisational measures designed to protect uploaded documents against:

- Unauthorised access.
- Accidental loss.
- Destruction or damage.
- Unauthorised disclosure.
- Alteration of content.

These measures may include encrypted transmission, secure hosting infrastructure, access controls, activity logging, and regular backups.

Document Search and Automated Processing

Resident Info may use automated indexing, categorisation, search technologies and artificial intelligence tools to assist authorised users in locating information, summarising documents, organising content and improving platform functionality. Such processing is performed solely for providing Platform services and is subject to applicable access controls.

Resident Info does not use personal data for solely automated decision-making that produces legal effects or similarly significant effects on individuals.

Retention of Uploaded Documents

Uploaded documents will be retained for as long as they are required for property management, legal, regulatory, contractual, operational, or historical record purposes.

Where documents are deleted by authorised users, copies may remain in encrypted backups for a limited period before being permanently removed in accordance with our retention procedures.

Sensitive Information

Users should avoid uploading special category personal data (such as health information, biometric data, or information concerning criminal convictions) unless there is a clear legal basis and operational requirement for doing so.

Where such information is uploaded, Resident Info will process it only as necessary to provide the service and comply with applicable legal obligations.

Where special category personal data is processed, such processing will only take place where an appropriate condition under Article 9 of the UK GDPR applies and appropriate safeguards are implemented in accordance with applicable data protection law.

User Responsibility

Users are responsible for ensuring that documents uploaded to the Platform:

- Are accurate and up to date.
- Do not contain malicious software.
- Do not infringe copyright, confidentiality, privacy, or other legal rights.
- Are appropriate for distribution to the intended audience.

Resident Info reserves the right to remove content that breaches these requirements or that may expose the Platform, its users, or My Block Manager Ltd to legal, security, or operational risk.

11. Security Measures

Resident Info takes the security of personal data seriously. We use a range of technical and organisational measures designed to protect personal information and uploaded content including:

- Encryption of data in transit using TLS.
- Secure cloud hosting environments.
- Role-based access controls.
- Password hashing and authentication controls.
- Activity logging and monitoring.
- Regular software updates and security patching.
- Backup and disaster recovery procedures.

Resident Info may maintain audit logs relating to user access, document activity, communications and administrative actions for security, compliance, dispute resolution and system administration purposes.

While we take reasonable steps to safeguard data, no internet-based system can be guaranteed to be completely secure.

12. Your Rights

Under UK GDPR you have the right to:

1. Access your personal data
2. Correct inaccurate data
3. Request deletion of your data
4. Object to processing
5. Restrict processing
6. Request transfer of your data
7. Withdraw consent where processing relies on consent

To exercise any of these rights, please contact our Data Protection Contact.

Resident Info will respond to requests relating to personal data within the timescales required by applicable data protection legislation. In most circumstances, a response will be provided within one month of receipt of a valid request.

Where Resident Info acts solely as a data processor, requests relating to access, correction, deletion, restriction or portability of personal data may need to be submitted directly to the relevant data controller responsible for the property or development.

You also have the right to lodge a complaint with:

Information Commissioner's Office (ICO)

<https://ico.org.uk>

13. Can I Withhold Information?

Some parts of Resident Info can be viewed without providing extensive personal information.

However, certain services require personal data, and if such information is withheld, some Platform features may not function correctly.

14. How Do We Use Cookies?

Resident Info uses cookies and similar technologies to:

- Maintain user sessions
- Provide secure login functionality
- Remember preferences
- Deliver platform functionality
- Measure system performance
- Understand how users interact with the Platform

Strictly Necessary Cookies

Cookie	Purpose	Necessary
AWSALBCORS	Load balancing services	Yes
AWSALB	Load balancing services	Yes
ASP.NET_SessionId	Maintains user session	Yes

Additional analytics or preference cookies may be used only where consent is provided.

Users may disable cookies via browser settings, however certain features of the Platform may cease to function correctly.

15. How Do I Contact You?

For all privacy-related enquiries, please contact:

Data Protection Contact

My Block Manager Ltd

Email: privacy@resident.info

Postal Address:

Suite 2, Balcombe Pit Barns

Station Road

Glynde

East Sussex

BN8 6SH

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, technology, business practices or the services offered through Resident Info.

Updated versions will be published on the Resident Info website and platform.

Continued use of the Platform following publication of changes constitutes acceptance of the revised Privacy Policy.