

Revised Data Protection Procedures for Owners Invoices

Following recent contact from the Information Commissioner's Office we have determined that the Association wrongly included a specific property address on invoices issued to residents in the Springfield Estate.

We apologise for this happening and want to assure you all that measures have been put in place to ensure that this will not recur.

We have carried out a full review of the circumstances of the initial complaint and our data protection compliance practices.

We have reviewed our procedures for dealing with invoices and will be taking the following action in future :

- No individual addresses, or specific details of where work has been carried out will be included on invoices;
- We will not respond to queries regarding the exact location of works;
- We will update the owners' section of our website to confirm our position on this matter; and
- We will carry out further training for staff in relation to data protection.

If you have any concerns or queries about how the Association handles personal data, please contact us on 0800 093 8823 or info@manorestates.org.uk