



PRIVACY NOTICE

INTRODUCTION

The National Land Agency (NLA) respects the right to privacy of our customers, employees and other stakeholders and is committed to taking the highest level of care to safeguard personal data in our possession.

This privacy notice discloses the practices of the NLA in accordance with the Data Protection Act 2020 (DPA) and defines the following:

- The personal data collected to conduct business with the Agency.
- The manner in which the personal data is collected, used, shared, stored, and otherwise processed.
- Security controls implemented to protect your personal data.
- The rights regarding the use of your personal data.
- How you can contact us for issues such as correcting inaccuracies/ removal of your personal data.

How do we get your personal data?

We have access to any data that you voluntarily provide via email, telephone, forms, applications, chat functions, social media platforms, newsletter sign-up, contests, surveys and other interactions.

- When you request information about our products and services.
- Conducting any business with us
- Supplying us with your personal data in the normal course of us providing a product or service to you.
- Attend events hosted by us or take part in our competition, promotional/ surveys.

We also receive your personal information indirectly.

- Through closed circuit television system (CCTV) throughout our locations to ensure the security and safety of our staff, customers, and other visitors whilst within or situated on the premises of the NLA.

Types of information we collect

Includes but not limited to:

- Full Name
- Email Address
- Phone Number
- Residential Address
- Corporate Address
- Gender
- Nationality
- TRN
- Identification (Government Issued IDs)
- Details on services received from us.
- Location
- Photographs / audio / Videos
- Marriage certificates
- Deed poll
- Grants of representation
- Decree absolute
- Birth / Death Certificates
- Curriculum vitae
- Payment information via:
 - Credit card transaction.
 - Debit card transaction.
 - Bank account information.
- User account login credentials:
 - Username
 - Email

Personal data collected from third (3rd) parties:

We may also collect personal data from third (3rd) parties such as legal professionals or public / private entities.

How do we share your data?

We may also share our clients' Personal Data with a variety of the following categories of third parties as necessary:

- Our professional advisers such as solicitor general, valuers, commissioned land surveyors, adjudication committees.
- Regulators / tax authorities.
- Third parties to whom we outsource certain services such as, without limitation, document processing and confidential waste disposal, ICT systems or software providers, ICT Support service providers, document, and information storage providers.
- Third party postal or courier providers.

How do we use your personal data?

- To identify you.
- To facilitate and provide our services.
- To conduct poll and surveys.
- Promotion of existing/new products and services.
- To fulfil legal obligations.
- For internal audit purposes.
- Fulfilment of obligations outlined in any agreement with you.
- Market research & product development.
- To respond to your requests, inquiries, comments, and concerns.

How long do we store your personal data?

- We retain appropriate records of your personal data in compliance with our legal and regulatory obligations.
- You may contact us to get more information on our retention schedule.

How do we protect your data?

The security of your personal data (both digital and paper based) is important to us. We have implemented appropriate safeguards to protect your personal data from loss, misuse, access, alteration or disclosure to/by unauthorised parties.

Some technical measures that are used to protect your personal data are:

- Firewalls
- Anti-virus
- Patches
- Encryption
- Regular software updates

Employees and third (3rd) parties are provided only with personal information on a need – to – know basis and only the minimum amount they require to complete their specific job. All employees are also subject to confidentiality agreements and undergo training on proper handling of personal and sensitive information.

Please be aware that despite our best efforts to protect your data no security system can prevent all potential security breaches.

Use of Cookies

Cookies are used on our websites for the purpose of providing delivery of the product and services.

We do not use cookies to track your internet usage after leaving the website or store personal information others may read and understand.

Links to third (3rd) party websites

The NLA website has links to third (3rd) party websites for your convenience.

We are not responsible for third (3rd) party websites and this notice does not apply to the Privacy practices of any of these websites.

We encourage you to read the privacy notices on third (3rd) party websites that you visit to understand how the information that is collected about you is used and protected.

Your rights regarding your personal data.

We aim to maintain personal data that is accurate and up to date, while also ensuring that only the minimum data required to facilitate our services is captured and used.

In certain instances, you have the legal right under the Data Protection Act, 2020 to:

- To request the personal data, we have collected about you that you have shared with us.
- To request correction to personal data or removal of any incorrect data we have collected about you.
- To object to the processing of your personal data.
- To request a transfer of your personal data.
- To object to the use of personal data in direct marketing at any time.
- To express your concern about any of the personal data we have collected from you.

You may exercise any of the following rights available to you by contacting us using the data found in the “How to contact us” section of this notice.

We will examine your request and respond to you as quickly as possible, and in accordance with the relevant law.

How to contact us

If you have any questions or require more information about how we use your personal data, you may contact us via the information below:

Mr. Kenneth Hepburn

Data Protection Officer

Telephone: (876) 481-1643

Email: Kenneth.hepburn@nla.gov.jm

- Write to us at:
 - 8 Ardenne Road, Kingston 10, St. Andrew
- Opening hours: 8:00 a.m. - 3:30 p.m. (Monday - Thursday)
8:00 a.m. - 3:00 p.m. (Friday)

How to make a complaint?

If you are dissatisfied with how we have used your personal data, you may lodge a formal complaint through the above-mentioned contact or you can send an email to:

asknla@nla.gov.jm

If you are not satisfied with how we have handled your complaint, you have a right to raise the matter with the Office of Information Commissioner using the contact details below:

Masonic Building
2nd Floor, 45 – 47 Barbados Avenue
Kingston 5
Tel: (876) 920-4390
Email: info@oic.gov.jm

The NLA reserves the right to reasonably amend this notice from time to time to ensure that it accurately reflects the way that we collect and use your personal data.

You are encouraged to regularly review this notice to ensure that you understand how the NLA collects and use your personal data and to see any changes that may have occurred.

This privacy notice was last updated on May 31, 2024