



Munroe K provide shopping centre management services in the UK, which involves managing systems on behalf of their clients which process large volumes of personal data concerning tenants, visitors and customers. There are also compliance requirements, and Munroe K often act as “joint controllers”. All of this creates complex data protection requirements. Cripps has been available every step of the way to help its client with data protection in relation to all aspects of its business.

The challenge: complexity of client and user requirements

Munroe K manage a portfolio of shopping centres and so engage with multiple service users. This means they often encounter niche and challenging data protection issues, and large volumes of subject access requests.

They deal with all day to day data protection requirements for their sites employing thorough practices and processes to ensure robust protections for their clients. For its own business, Munroe K also needs to be able to demonstrate technical and practical compliance to address any due diligence exercises.

Our approach: 360° support

We provided a wide variety of services as needed by Munroe K, to ensure that all of their compliance needs were met, including:

- A full-day data protection workshop with key senior personnel
- Addressing an annual conference of managers on high priority data protection issues
- Providing a customised suite of compliance documents
- Negotiating data protection clauses in client contracts and drafting a comprehensive template set of data protection clauses



- Providing responsive and practical advice on ad hoc data protection queries

The outcome: practical and technical compliance

We continue to support Munroe K with their compliance needs, but the documentation and advice we have provided form the basis for their compliance framework going forward. Our initial heavy involvement to assist with the main compliance project has segued into a more reactive role, ensuring that our input is focused and cost-effective.

How we made a difference:

We used our experience in working with management service providers to ensure that our advice and approach was suited to the client's needs. The relatively uncommon "joint controller" status meant off-the-shelf solutions wouldn't be sufficient, and we ensured a bespoke set of documents was created that accurately reflected their position and addressed their needs.

Client quote:

Cripps provided a flexible approach tailored to our requirements, from in depth workshops, to ad hoc advice and speaking at our annual centre managers' conference, they worked with us to figure out how best to meet our data protection needs and to demystify a complex subject. Their pragmatic and commercial advice has also been invaluable in negotiating suitable data protection terms with our clients, and not exposing us to unnecessary risk.

If you'd like to know more about our data protection offering, [contact our data protection team](#).