

# Data Protection Privacy Statement

Sapphire Property Management Ltd (“We”) are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting our website or corresponding with us by telephone, email or letter you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Sapphire Property Management Ltd, Whitehall Road, Colchester, CO2 8YU.

## Information we may collect from you

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our website or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you report a problem with our site. The information you give us may include your name, address, e-mail address, phone number, financial and payment card information.
- **Information we collect about you.** A CCTV system may monitor parts of the building or estate within which you own a property for up to 24 hours a day. This data is recorded.

## Uses made of the information

We use information held about you in the following ways:

- **Information you give to us.** We will use this information: to carry out our obligations arising from our appointment as managing agent of the block/estate within which you own a freehold or leasehold property and to provide you with the information, products and services relating to that property that you request from us.
- **Information we collect about you.** We will use this information to carry out our obligations arising from our appointment as managing agent of the block/estate within which you own a freehold or leasehold property.
- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## **Disclosure of your information**

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Sapphire Property Management Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers and the affairs of its customers will be one of the transferred assets.
- In the event that we are instructed to transfer the management of the estate/block within which your property is located to another managing agent, we may disclose your personal data to the new managing agent.
- Where we engage third parties in relation to the data uses outlined elsewhere in this policy.
- In relation to claims for arrears of service/rent charge and/or forfeiture proceedings (including claims brought jointly with other parties).
- When reporting to our client or clients on any/all matters relating to the performance of our obligations arising from our appointment as managing agent of the block/estate within which you own a freehold or leasehold property.
- When reporting to our client or clients on any matters that affect the block/estate within which you own a freehold or leasehold property.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements, or to protect the rights, property, or safety of Sapphire Property Management Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **Where we store your personal data**

All information, save for credit/debit card payment information, that you provide to us is stored on our secure servers.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted via our websites; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

## **Your rights**

### **Access to information**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.