

Privacy Policy for Sapphire Property Management.

This privacy notice for Sapphire Property Management (**'Company', 'we', 'us', or 'our'**), describes how and why we might collect, store, use, and/or share ('process') your information when you use our services. Sapphire Property Management is committed to protecting and safeguarding your data rights and privacy.

We use this policy to protect the privacy of all website users, clients, suppliers, and other individuals we need to provide services to.

Our contact details

Name: Sapphire Property Management

Address: Sapphire House, Whitehall Road, Colchester, CO2 8YU

Phone Number: 01206 593130

E-mail: info@sapphirepm.co.uk

Website: <https://sapphirepm.co.uk/>

Last updated: 02/02/2023

The type of personal information we collect

We currently collect and process the following information:

- Full name
- Your contact information such as your home address, email address and telephone number (s)
- 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.
- A digital recording of a telephone conversation
- The telephone number of both parties

How we get the personal information and why we have it

We collect personal information directly from you in person, by telephone, email, by post or other forms of electronic communication.

We do not process sensitive information.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

We process your information to provide, improve, and administer our services, communication with you. We use the information that you have given us to:

- 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.
- To deliver and facilitate delivery of services to you
- To respond to enquiries/offer to support to you
- Internal recording keeping

Date: 02/02/2023

In order to provide our services to you, we may share this information with our management system, our business SMS system, Debt collection agency, and our telecommunications service.

Call recording.

Sapphire Property Management has a telephone system that records all telephone calls for quality monitoring, training, compliance, and security purposes. These recordings will only be used for following purpose:

- To help improve customer service
- Training purposes
- Quality assurance
- Resolve agent-client disputes

A recorded message will inform inbound callers that their call is being recorded. All recordings are stored on a secure sever.

Third parties

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.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You can remove your consent at any time. You can do this by contacting info@sapphire.co.uk.
- We have a contractual obligation.
- We have a legal obligation.

How we store your personal information

Your information is securely stored and held electronically at Sapphire Property Management, Sapphire House, Whitehall Road, Colchester, CO2 8YU.

We keep your personal information for as long as it is necessary to fulfil the purposes outlined in the privacy policy noticed unless otherwise required by law. When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise such information.

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 data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

We may update this privacy notice in the future. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

If you wish to make a request, please contact us at:

Email: info@sapphirepm.co.uk

Telephone: 01206 593130

By post:

Sapphire Property Management
Sapphire House
Whitehall Road
Colchester
Essex
CO2 8YU

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us:

Email: info@sapphirepm.co.uk

Telephone: 01206 593130

By post:

Sapphire Property Management
Sapphire House
Whitehall Road
Colchester
Essex
CO2 8YU

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>