

Privacy Policy for Sapphire Property Management Ltd

This privacy notice for Sapphire Property Management Ltd (**'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 Ltd 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: 16/06/2026

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)
- CCTV may operate in parts of buildings or estates we manage for security, crime prevention, health and safety, and protection of residents and property. CCTV footage is only accessed where necessary and retained for a limited period unless required for investigation, insurance, or legal purposes.
- 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 intentionally collect special category personal data unless it is necessary for the provision of our services or required by law.

Please let us know if your personal information changes so we can keep our records accurate and up to date.

We process your information to provide, improve, and administer our services and communicate 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 record keeping

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

Call recording:

Sapphire Property Management has a telephone system that records calls under our legitimate interests for training, quality assurance, dispute resolution, security and compliance purposes. These recordings will only be used for the following purposes:

- 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 server and retained only for as long as reasonably necessary.

Third parties:

We may disclose your personal information to third parties:

- including contractors, service providers, and third-party companies where necessary to provide our services and fulfil our obligations. This may include, but is not limited to, letting agents, maintenance contractors, debt collection agencies, telecommunications providers, software and management system providers, and professional advisers.
- 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@sapphirepm.co.uk.
- We have a contractual obligation.
- We have a legal obligation.
- We also rely on our legitimate interests, where it is necessary for us to manage properties and estates effectively, communicate with owners and residents, maintain security, recover debts, deal with complaints, administer services, improve customer service, and operate our business, provided your rights do not override those interests.

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 retain personal information only for as long as reasonably necessary for the purpose collected, including legal, accounting, regulatory, insurance and dispute resolution requirements. When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise such information.

While no method of transmitting information over the internet is completely secure, we take appropriate technical and organisational measures to protect your personal data. We are committed to safeguarding the information you provide to us and maintaining appropriate security measures to help prevent unauthorised access, loss, misuse, or disclosure. Where any of our service providers process personal data outside the UK, we ensure appropriate safeguards are in place in accordance with UK data protection law.

Once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

Website cookies and analytics:

We use Google Analytics to collect information about how visitors interact with our website, such as pages visited, time spent on the website, and general website usage. This information helps us improve our website and services.

Google Analytics collects information in an aggregated form and does not directly identify individual visitors. This may include your IP address, browser type, device information, and website activity.

Where required by law, we will seek your consent before placing non-essential cookies on your device. You can manage cookies through your browser settings.

For more information about how Google processes data, please visit Google's privacy information.

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 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 will not usually have to pay a fee to exercise your rights. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. We will respond to your request within one month. In some circumstances, where requests are complex or numerous, we may extend this period by up to a further two months.

We may update this privacy notice in the future. We encourage you to review this privacy notice periodically 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 Information Commissioner's Office 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://ico.org.uk>