SPH Property Sourcing Limited

Privacy Policy

Our contact details

Name: SPH Property Sourcing Limited

Address: SPH Property Sourcing Limited, c/o Gisela Sharpe, 16 Lincoln Gardens, Twyford, Berkshire RG10 9HU

E-mail: contact@sphps.co.uk

The type of personal information we collect

The exact information we will request from you will depend on what you have asked us to do or what we are contracted to do for you. We may collect and process information from you when you use our website, contact us, request information from us, or in connection with providing our services to you. This may include the following types of information:

- Your title, full name, and contact details (including for instance, your email address, home and mobile telephone numbers).
- Your home and correspondence address (where this is different from your home address).
- Bank account and payment details to enable us to make and take payments.
- Your date of birth and other information relating to your identity, where we are required by law to collect this to comply with the current Money Laundering Regulations.
- Financial information like banking and asset information to show proof of funds and proof of source of funds.
- Information provided by you or collected by us as part of personal information provided by you or others to us, or which is created by us, in the course of providing our services.
- Information arising from visits you make to our website and other websites associated with our business including information which you submit to us through these websites.
- Information collected at marketing events and from feedback forms and surveys.
- Information passed to us by third parties in order that we can undertake our services. Typically these organisations can be:
    - Banks or building societies
    - Financial institutions – who provide your personal records / information
    - Government departments such as Companies House or HM Land Registry
    - Electronic Due Diligence service providers

Why we need to obtain and hold your personal information

The primary reason for asking you to provide us with your personal information, is to allow us to carry out your requests with regard to our sourcing services.

The following are some examples, although not exhaustive, of what we may use your information for:

- Verifying your identity
- Verifying source of funds
- Communicating with you
- Marketing

How we use and disclose personal information

Where we receive personal information in connection with the provision of our services, we process that data for the purposes of the provision of those services. This includes:

- Complying with our legal obligations or making disclosures to government, regulatory or other public bodies where in our reasonable opinion the disclosure is appropriate and permitted by law.

- Processing required in connection with the day-to-day operation of our business such as billing and payments, complaints handling and internal record keeping. For this we may use third party service providers such as, but not limited to, IT, financial, and legal service providers.
- We may share your personal information with the seller(s)/investor(s), other agents and parties involved in a sale and purchase in connection with the provision of our services.
- Our website is hosted in the UK. However, we may also use outsourced services in countries outside the UK from time to time. Accordingly, data obtained within the UK may be "processed" outside the UK and data obtained in any other country may be processed within or outside that country. Where data is stored or processed outside of the UK the service provider will have a UK data adequacy agreement, or appropriate safeguards.

If you have provided your consent or we otherwise have the right to do so, we may use your contact details to send you marketing information and keep you informed of our services by email, SMS, post or telephone.

You can unsubscribe from our marketing at any time by contacting us at the address above or by emailing us at contact@sphps.co.uk.

Legal Grounds for Processing

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

a) We have a contractual obligation.
b) We have a legal obligation.
c) We have a legitimate interest.
d) We have consent.

Failure to provide us with personal data may result in us being unable to provide our services to you.

How we store your personal information

We recognise that your information is valuable and we take all reasonable measures to protect it whilst it is in our care.

We use technical and organisational measures to protect your personal information from unauthorised access, use, disclosure, alteration or destruction in accordance with relevant and applicable data protection law.

How long we keep your personal data for

We retain your personal data for no longer than is necessary for the purposes(s) for which it was provided. What this means in practice will vary between different types of data. When determining the relevant retention periods, we take into account factors including:

- legal obligation(s) under applicable law to retain data for a certain period of time;
- statute of limitations under applicable law;
- potential or actual disputes; and
- guidelines issued by relevant government bodies.

Otherwise, we securely erase your personal data from our systems when it is no longer needed.

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

If you wish to make a request please contact us by email at contact@sphps.co.uk or in writing to the address above.

How to complain

Our Data Protection Officer is Sue Everall. If you have any concerns about our use of your personal information, you can contact her at:

Email: contact@sphps.co.uk

Post: Data Protection Officer, SPH Property Sourcing Limited, c/o Gisela Sharpe, 16 Lincoln Gardens, Twyford, Berkshire RG10 9HU

If you are unhappy with our response you can contact the Information Commissioner's Office at:

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

Helpline number: 0303 123 1113

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

This document was last reviewed on 1st December 2025.