

Privacy Notice

This privacy notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you. It also contains important information about your rights with regard to your personal data, and how to contact us or supervisory authorities in the event you have a complaint. We are required to notify you of this information under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who we are

Sykes Capital Ltd and Sykes Capital (GR) Ltd (together referred to in this Privacy Notice as “Sykes Capital”, “we”, “our” or “us”) collect, use and are responsible for certain personal information about you in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Depending upon the nature of your relationship with us, either company (or in some cases both companies) may act as the controller of your personal information.

Sykes Capital Ltd is registered with the Information Commissioner’s Office under registration number ZA190971.

Sykes Capital (GR) Ltd is registered with the Information Commissioner’s Office under registration number ZB689819.

Visitors to our website

Cookies

Our website may use cookies where necessary to ensure the proper operation of the website and to improve the user experience. At present, we do not use cookies for advertising or behavioural profiling. If this changes, this Privacy Notice will be updated accordingly.

Residential and commercial tenants, occupiers, guarantors and representatives

Data Protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our data protection policy.

The personal information we collect and use: Information collected by us

In the course of carrying out our duties as landlord under your tenancy agreement we collect some or all of the following personal information when you provide it to us:

- Name

- Address(es)
- Telephone number(s)
- E-mail address(es)
- Date of birth
- Place of birth
- National insurance number
- Previous address history up to 3 years
- Name and address of your employer along with contact information for your main contact within and details of your job title, salary and employment commencement date
- Name and address of your previous employer along with contact information for your main contact within and details of your job title, salary and employment commencement date
- Name, address, telephone number and email of your two next of kin contacts, along with details of their place of work and work telephone number
- Details of your credit score, any adverse credit, CCJs, notices of correction and bankruptcy status
- Whether you are a smoker / nonsmoker
- Whether you have any pets
- Your bank account details
- Details of agent(s), or other persons acting on your behalf
- A copy of your passport and/or your national identification card (if applicable), or other forms of identification to comply with our legal obligations relating to Right to Rent checks

The provision of the above details is required from you to enable us to fulfil our obligations as your landlord.

From time to time, you may voluntarily give us further personal data including (but not limited to) the following:

- Deed Poll or Marriage Certificates (in the event that you change your name)
- Health data relating to accidents or incidents on site that we are required to collect under Health and Safety legislation

The personal information we collect and use: Information collected from other sources

From time to time, we may also be given personal information by third parties including (but not limited to) the following:

- A landlord reference from your previous managing agents, or landlord
- Death certificates from the executors of your estate
- Registered power of attorney
- Evidence of bankruptcy or insolvency

How we use your personal information

We will typically collect and use this information in the capacity of being a landlord.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

We may process personal information where necessary for the investigation, commencement, conduct, settlement or defence of legal proceedings, including forfeiture proceedings, debt recovery, tribunal proceedings and court claims.

CCTV & Call Recording

Certain properties managed by us are protected by CCTV systems for the purposes of crime prevention, public safety, building security, the protection of our staff, contractors, tenants and visitors, and the prevention and detection of unlawful activity.

Telephone calls made to or received by Sykes Capital may be recorded for training, quality assurance, monitoring, evidential and fraud prevention purposes. Recordings may also be used to establish facts in the event of a complaint, dispute or legal proceedings. Access to recordings is restricted to authorised personnel and recordings are retained only for so long as reasonably necessary.

Who we share your personal information with

If we have difficulty contacting you, we may contact your next of kin using details which you have provided to us to discuss any concerns we have in respect of your tenancy. We will only contact those individuals in the event that we are unable to contact you for a period exceeding 72 hours.

In addition, we will routinely share the following categories of your personal data:

- Name and contact details
- Other information that you have voluntarily shared with us, including details of correspondence, compliments, complaints or suggestions about the management of your block

This personal information may be shared with the following categories of recipients:

- Contractors and other professionals engaged by us in connection with the management, maintenance, enforcement or administration of our properties
- Utility suppliers who are supplying utility services to the property you have leased from us
- Letting agents during any period in which we are marketing the property for re-let which you have leased from us

This data sharing enables us to fulfil our role as your landlord.

Where it is necessary to recover sums due to us, we may share your personal information with our solicitors, debt collection agencies, tracing agents, credit reference agencies (where appropriate), process servers, enforcement officers (including High Court Enforcement Officers), insolvency practitioners and other professional advisers involved in the recovery process.

We will also share your personal information with law enforcement or other authorities if required by law.

Other than the above we will not share your personal information with any other third party.

Residential and commercial leaseholders who have a long lease for which we are the freeholder / landlord

Data Protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our data protection policy.

The personal information we collect and use: Information collected by us

In the course of carrying out our duties under the terms of a long lease we collect some or all of the following personal information when you provide it to us:

- Name
- Address(es)
- Telephone number(s)
- E-mail address(es)
- Details of agent(s), or other persons acting on your behalf
- Details of your sub-tenants, lodgers or co-habiting parties

The provision of the above details is required from you to enable us to fulfil our role as your landlord.

From time to time, you may voluntarily give us further personal data including (but not limited to) the following:

- Bank details (for processing payments)
- Deed Poll or Marriage Certificates (in the event that you change your name)
- Health data relating to accidents or incidents on site that we are required to collect under Health and Safety legislation

The personal information we collect and use: Information collected from other sources

We also obtain personal information from other sources as follows:

- Name and address from the Land Registry to confirm ownership of properties

From time to time, we may also be given personal information by third parties including (but not limited to) the following:

- Name, property and home address, contact telephone number(s), email address(es) from previous managing agents

- Mortgage account numbers and references from banks
- Death certificates from the executors of your estate
- Registered power of attorney
- Evidence of bankruptcy or insolvency

How we use your personal information

We will typically collect and use this information in the capacity of being a landlord.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

We may use personal information to administer service charge consultations, comply with building safety legislation, enforce the terms of leases and tenancy agreements (including forfeiture proceedings), investigate complaints, prevent fraud and protect our legal rights.

We may process personal information where necessary for the investigation, commencement, conduct, settlement or defence of legal proceedings, including forfeiture proceedings, debt recovery, tribunal proceedings and court claims.

CCTV & Call Recording

Certain properties managed by us are protected by CCTV systems for the purposes of crime prevention, public safety, building security, the protection of our staff, contractors, tenants and visitors, and the prevention and detection of unlawful activity.

Telephone calls made to or received by Sykes Capital may be recorded for training, quality assurance, monitoring, evidential and fraud prevention purposes. Recordings may also be used to establish facts in the event of a complaint, dispute or legal proceedings. Access to recordings is restricted to authorised personnel and recordings are retained only for so long as reasonably necessary.

Who we share your personal information with

We routinely share the following categories of your personal data:

- Name and contact details
- Service charge, ground rent or other account balance
- Other information that you have voluntarily shared with us, including details of correspondence, compliments, complaints or suggestions about the management of your block

This personal information may be shared with the following categories of recipients:

- Contractors and other professionals engaged by us in connection with the management, maintenance, enforcement or administration of our properties

This data sharing enables us to fulfil our obligations as your landlord.

Where it is necessary to recover sums due to us, we may share your personal information with our solicitors, debt collection agencies, tracing agents, credit reference agencies (where appropriate), process servers, enforcement officers (including High Court Enforcement Officers), insolvency practitioners and other professional advisers involved in the recovery process.

We will not share your personal information with any other third party.

Contractors and other professional parties engaged by Sykes Capital

Data Protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our data protection policy.

The personal information we collect and use: Information collected by us

In the course of instructing you we collect some or all of the following personal information when you provide it to us:

- Name
- Address(es)
- Telephone number(s)
- E-mail address(es)
- Bank details (in the case of sole traders, this may be details of your personal bank account)

The provision of the above details is required from you to enable us to fulfil the terms of the contracts we enter into with you.

From time to time, you may voluntarily give us further personal data including (but not limited to) the following:

- Health data relating to accidents or incidents on site that we are required to collect under Health and Safety legislation

The personal information we collect and use: Information collected from other sources

We also obtain personal information in the form of:

- Name, address, contact telephone number(s), email address(es)

We may obtain the above data from the following third parties, or be given it without request:

- previous managing agents
- tenants

- internet searches

How we use your personal information

We will typically collect and use this information for the following purposes:

- performance of a contract
- compliance with legal obligations
- our legitimate interests
- the establishment, exercise or defence of legal claims

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

CCTV & Call Recording

Certain properties managed by us are protected by CCTV systems for the purposes of crime prevention, public safety, building security, the protection of our staff, contractors, tenants and visitors, and the prevention and detection of unlawful activity.

Telephone calls made to or received by Sykes Capital may be recorded for training, quality assurance, monitoring, evidential and fraud prevention purposes. Recordings may also be used to establish facts in the event of a complaint, dispute or legal proceedings. Access to recordings is restricted to authorised personnel and recordings are retained only for so long as reasonably necessary.

Who we share your personal information with

We routinely share the following categories of personal data:

- Name
- Address(es)
- Telephone number(s)
- E-mail address(es)

This personal information may be shared with the following categories of recipients:

- Tenants, lessees / owners, residents and their representatives
- Other contractors or professional advisers we require you to work with to complete a project

This data sharing enables us to perform our contract.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

Where your personal information may be held

Information may be held at our office in the UK and on secure cloud-based storage systems operated by us or our authorised service providers. Information may also be held by our group companies where necessary for the administration and management of the properties and our business, and third party agencies, service providers, representatives and agents as described above.

We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our Data Protection Policy.

How long your personal information will be kept

We retain personal data only for so long as is necessary for the purposes for which it was collected, including to satisfy legal, accounting and regulatory requirements. In most cases records relating to property ownership and management will be retained for up to 12 years after disposal of the relevant property.

Reasons we can collect and use your personal information

Depending upon the nature of our relationship with you and the purpose for which your personal data is processed, we rely on one or more of the following lawful bases under the UK General Data Protection Regulation:

- the performance of a contract, including the performance and enforcement of leases, tenancy agreements and other contracts
- compliance with a legal obligation, including obligations relating to property management, health and safety, building safety, fire safety, taxation and anti-money laundering requirements
- our legitimate interests, including the effective management of our properties and business, the prevention of fraud, the protection of our legal rights, debt recovery, maintaining appropriate records, security, quality assurance and responding to enquiries and complaints
- where necessary, the establishment, exercise or defence of legal claims

Where we process special category personal data (such as health information relating to accidents or incidents), we will do so only where permitted by applicable data protection legislation, including where necessary to comply with our legal obligations, to establish, exercise or defend legal claims, or for reasons of substantial public interest where applicable.

Your rights under GDPR

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 you have a number of important rights for which we cannot charge. Those rights, which are applicable to the data we hold include the right to:

- fair processing of data and transparency over how we use your data
- access your personal data and to certain other information given here

- require us to correct any mistakes in your data
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the [UK Information Commissioner's Office website](#).

If you would like to exercise any of those rights, please:

- Email us at support@sykes.capital, write to our Data Protection Officer at the following address: Unit 6a The Village, 17-23 King Street, Reading RG1 2HG, or call us on 0118 955 7000
- let us have enough information to identify you
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill)
- let us know the information to which your request relates, including any account or reference numbers, if you have them

We will respond to requests to exercise your rights under applicable data protection legislation within the time limits prescribed by law.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information. If you have any questions about this Privacy Notice, wish to exercise your rights, or have concerns about how we process your personal information, please contact us via email to support@sykes.capital, or write to

our Data Protection Officer at the following address: Unit 6a The Village, 17-23 King Street, Reading RG1 2HG, or call us on 0118 955 7000.

The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 also give you the right to lodge a complaint with a supervisory authority. The supervisory authority is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or by telephone on 0303 123 1113.

Changes to this privacy notice

This privacy notice was published on 1 January 2018 and last updated on 3 July 2026. Previous versions of this Privacy Notice are available upon request.

We may change this privacy notice from time to time, and if any changes would impact how we deal with your personal data when we do so we will inform you.