



Privacy Policy

Last updated: September 2026

The Property Partner respects your privacy and is committed to protecting the personal information you share with us.

This Privacy Policy explains what personal information we may collect, how we use it, when we may share it, how we protect it and the rights you have in relation to your personal information.

1. Who we are

The Property Partner is a property sourcing, connections and support business operated by two individuals working together under the name The Property Partner.

For the purposes of applicable data protection legislation, The Property Partner is responsible for deciding how and why your personal information is processed.

If you have any questions about this Privacy Policy or how we handle your information, you can contact us at:

The Property Partner

Email: hello@thepropertypartner.uk

Website: www.thepropertypartner.uk

2. What information we collect

The information we collect will depend on how you interact with us and the services you are interested in.

This may include:

Contact information

- Name
- Email address
- Telephone number

- Correspondence details

Property and business information

If you contact us regarding a property, landlord requirement, investment opportunity or other property service, we may collect information such as:

- Property address
- Property type
- Number of bedrooms
- Property size and general characteristics
- Ownership or landlord information
- Rental or purchase requirements
- Budget or pricing information
- Property photographs or documents
- Intended use of the property
- Information about a property portfolio
- Timescales and requirements
- Other information relevant to the service requested

Consultation and communication information

We may also collect information you choose to provide during:

- consultations;
- telephone calls;
- emails;
- website enquiries;
- messages; and
- other communications with us.

We will generally only ask for information that is relevant to your enquiry or the service we are discussing with you.

3. Information received from other sources

Because part of our business involves property introductions and connections, we may sometimes receive your personal information from another person or organisation.

For example, a landlord, property owner, agent, operator, investor or other property professional may provide us with your contact details because they believe our services may be relevant to you.

We may also receive information from a business or individual making a referral or introduction to us.

Where we receive personal information from another source, we will handle it in accordance with applicable data protection law and provide any information we are required to provide about how your information is being used.

4. How we use your information

We may use your personal information to:

- respond to enquiries;
- arrange consultations;
- understand your property requirements;
- provide property sourcing services;
- identify potentially suitable properties, landlords or opportunities;
- provide local property support;
- make introductions and connections between relevant parties;
- communicate with landlords, property owners, agents, operators, investors or other property businesses where appropriate;
- manage our business relationships;
- administer and improve our services;
- maintain appropriate business records;
- deal with enquiries and complaints;
- prevent fraud or misuse;
- comply with legal and regulatory obligations; and
- protect our legitimate business interests.

We will only process your personal information where we have a lawful basis to do so.

Depending on the circumstances, this may include:

- where processing is necessary to provide a service you have requested;

- where processing is necessary to take steps at your request before providing a service;
- where we have a legitimate interest in operating and developing our business;
- where you have given consent; or
- where we are required to process information to comply with a legal obligation.

5. Property introductions and sharing information

Making connections between people and businesses is an important part of what we do.

Where appropriate and relevant to an enquiry, service or requested introduction, we may share relevant information with:

- landlords;
- property owners;
- estate and letting agents;
- guaranteed-rent operators;
- property management businesses;
- property investors;
- property sourcing businesses;
- contractors and property service providers;
- professional advisers; and
- other relevant property businesses or contacts.

We will aim to only share information that is reasonably necessary for the relevant purpose.

For example, if you ask us to introduce your property to a particular type of operator, we may need to provide that operator with information about you and/or the property in order to establish whether the opportunity is suitable.

Where we make an introduction, the recipient may subsequently process your information under its own privacy policy.

6. Referral fees and commercial relationships

The Property Partner may receive referral, introduction, sourcing or other fees from third-party businesses where an introduction or connection results in a successful agreement or transaction.

Where this is relevant to your relationship with us, we will be transparent about the nature of the arrangement where appropriate.

The receipt of a referral or introduction fee does not affect our commitment to handling your personal information lawfully and responsibly.

7. Information about other people

If you provide us with personal information relating to another person, such as a joint owner, landlord, tenant, agent, business partner or other contact, you should ensure that you are entitled to provide that information to us.

Where appropriate, we may use and share that information for the purposes for which it was provided.

8. Website and cookies

When you visit our website, certain technical information may be collected automatically depending on the website features and services we use.

This may include information such as:

- IP address;
- browser and device information;
- pages visited;
- approximate location information derived from technical data;
- how you interact with our website; and
- information relating to cookies or similar technologies.

Our website may use cookies and similar technologies.

Some cookies may be necessary for the website to operate, while others may be used for analytics, functionality or other purposes.

Where consent is legally required for non-essential cookies, we will seek that consent.

You can also manage or disable cookies through your browser settings, although doing so may affect some website functionality.

9. Marketing communications

We may contact you about services, property opportunities or other information that may be relevant to you where we are legally permitted to do so.

Where consent is required, we will obtain it before sending relevant marketing communications.

You can ask us to stop sending marketing communications at any time.

10. Third-party service providers

We may use third-party providers to help us operate our business and website.

These may include providers of:

- website hosting;
- email;
- website forms;
- cloud storage;
- scheduling or consultation services;
- accounting or administrative services;
- website analytics; and
- other business software.

Where these providers process personal information on our behalf, we will take reasonable steps to ensure that appropriate data protection arrangements are in place.

11. How long we keep your information

We will retain personal information only for as long as reasonably necessary for the purposes for which it was collected.

The length of time we keep information will depend on factors including:

- the nature of the information;
- the reason we collected it;
- whether we have an ongoing business relationship with you;
- whether we need it to deal with a complaint or dispute; and
- whether we are required to keep it for legal, regulatory or accounting purposes.

When personal information is no longer required, we will securely delete or dispose of it where appropriate.

12. How we protect your information

We take reasonable technical and organisational measures to protect personal information against:

- unauthorised access;

- loss;
- misuse;
- alteration; and
- unauthorised disclosure.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

13. International transfers

Some of the technology and service providers we use may process or store information outside the United Kingdom.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that the transfer is carried out in accordance with applicable data protection legislation.

14. Your data protection rights

Depending on the circumstances, you may have rights under data protection law including:

- the right to request access to your personal information;
- the right to request correction of inaccurate or incomplete information;
- the right to request deletion of your personal information;
- the right to request restriction of processing;
- the right to object to certain processing;
- the right to data portability in certain circumstances; and
- the right to withdraw consent where we rely on consent as our lawful basis.

These rights are subject to certain legal conditions and exemptions and may not apply in every circumstance.

If you wish to exercise any of these rights, please contact:

hello@thepropertypartner.uk

15. Complaints

If you have concerns about the way we have handled your personal information, we encourage you to contact us first so that we can investigate and try to resolve the issue.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, which is the UK's independent data protection regulator.

You can find information about making a complaint on the ICO's website.

16. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services, technology or applicable legal requirements.

The latest version will be published on our website.

17. Contact us

If you have any questions about this Privacy Policy or how The Property Partner handles your personal information, please contact us:

The Property Partner

Email: hello@thepropertypartner.uk

Website: www.thepropertypartner.uk