whitehallUK

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Privacy Policy – WhitehallUK

Last updated: 23/11/2026

1. Introduction

WhitehallUK ("we", "us", "our") is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and protect personal information when you interact with us, use our website, or engage our property management services.

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

WhitehallUK provides residential and commercial property management services across the UK, acting on behalf of landlords and in engagement with tenants, occupiers, contractors, and professional advisers.

3. Personal Data We Collect

Depending on your relationship with us, we may collect:

- Contact details (name, address, email, phone number)
- Landlord, tenant, or occupier information
- Property, tenancy, and lease data
- Utility, service charge, and billing information
- Identification and compliance data (where legally required)
- Correspondence and communications, including repair reports and photos
- Website usage data (IP address, device and browser data)

4. How We Use Personal Data

We process personal data to:

- Provide and manage property management services
- Communicate with landlords, tenants, and occupiers
- Handle repairs and keep you updated on them
- Administer leases, tenancies, utilities, and service charges
- Meet legal, regulatory, and compliance obligations
- Manage complaints and disputes
- Improve our services and website performance

We do not sell personal data.

5. Lawful Basis for Processing

We process data under one or more of the following lawful bases:

- Performance of a contract
- Legal obligation
- Legitimate interests
- Consent (where required)

6. Data Sharing

We may share personal data with third parties where necessary, including:

- Utility suppliers and managing agents
- Accountants, solicitors, and professional advisers
- IT, hosting, and communications providers
- Contractors we instruct to carry out repairs (only the details they need for the job)
- Regulatory bodies and authorities where required by law

All third parties are required to process data securely and lawfully.

7. Data Storage & Security

We implement appropriate technical and organisational measures to protect personal data. Data is retained only for as long as necessary for operational, legal, or regulatory purposes.

When you report a repair, we keep your contact details, the repair details, photos and messages on our repairs system. It is hosted by trusted providers who store the data in the EU and are bound by data processing agreements to keep it secure and only use it on our instructions. Only our staff can see it. The contractor doing the job sees your name and phone number once they accept it. Repair records are kept for as long as we need them to manage the property and deal with any later claims.

8. Cookies

Our website may use cookies to ensure functionality and analyse usage. You can control cookies via your browser settings.

9. Your Rights

Under UK GDPR, individuals have the right to:

- Access their personal data
- Request correction or deletion
- Restrict or object to processing

- Request data portability
- Withdraw consent where applicable
- Complain to the Information Commissioner's Office (ICO)

10. Third-Party Websites

Our website may include links to third-party sites. We are not responsible for their privacy practices.

11. Contact Details

For data protection enquiries, contact:

WhitehallUK
Email: property@whitehalluk.com
Address: Queen Street Business Centre, 117 Queen Street, Gateshead, NE8 2ST