

Personal Data Privacy Notice

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Who am I?

Keele Student Houses take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration numbers shown below, and we are the data controller of any personal data that you provide to us.

Oak Court (Staffs) Limited: ZA423219

Forge Barns Limited: ZA423208

Keele Residences Limited: ZB056553

Sarah Malkin: ZA423228

Our Data Protection Officer is Sarah Malkin.

Any questions relating to this notice and our privacy practices should be sent to keelestudenthouses@gmail.com.

How we collect information from you and what information I collect

We collect information about you:

- From your application for accommodation
- From your Tenancy Documentation completed via an eSignature platform
- From your Right to Rent check
- From communications we may receive including, but not limited to, emails and phonecalls e.g. from yourself, other tenants, neighbours etc
- Where there is external CCTV at the property, this may be reviewed (CCTV images cover external areas only and cannot be viewed remotely)

We collect the following information about you:

- Prospective tenants names, email address, contact number, name of university where you are studying (if applicable), university course and course details;
- Tenant name, email address, telephone number, gender, Date of Birth, address (including any previous addresses), Right to Rent identity information (e.g. passport details, driving licence details etc), nationality, name of university where you are studying, university course, university course dates, student number, the name of friends that you are staying with (if applicable), your car registration number;
- Guarantor name, e-mail address, telephone number, address (including any previous addresses);
- Property address; term, rent, deposit, utility and service responsibilities;
- Rent payment details.

Why I/we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to help you to manage your tenancy;
- to carry out due diligence on any prospective tenant and/or guarantor, including whether there is any money judgements against them, or any history of bankruptcy or insolvency;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our suppliers which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

Sharing of Your Information

The information you provide to us will be treated by us as confidential.

We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merge with a business entity, your information may be disclosed to our new business partners or owners;
- To carry out due diligence on you as a prospective tenant/ guarantor, including but not limited to the carrying out of affordability checks, due diligence checks and the obtaining of references from relevant parties, whose data you have provided;
- To enter into a tenancy using an eSignature platform and Right to Rent check providers;
- To carry out financial management and reporting including monitoring rent accounts;
- If you request so, your information shall be disclosed in order to determine if there are any money judgements against you, as the prospective tenant/guarantor, or to determine if they have a history of bankruptcy or insolvency;
- If you are unable to make payments under your tenancy, your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you as a tenant; and
- In the creation, renewal or termination of the tenancy, your information will be disclosed to the relevant local authority, tenancy deposit scheme administrator, service/utility provider, freeholder, factor, facilities manager or any other relevant person or organisation in connection with this.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

We may transfer your information outside the UK and/or EEA:

- Our website is hosted by Weebly through which enquiries may be made
- Data will be securely stored on icloud
- Gmail

Where information is transferred outside the UK or EEA, we ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. This includes regularly deleting personal data held on third party platforms e.g. eSignature platforms, and deleting data held where it is no longer required by law. Data is protected by 2FA and encryption where possible.

How long we will keep your information

We review data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract I have with you.

Our full retention schedule is available on request from keelestudenthouses@gmail.com.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at keelestudenthouses@gmail.com

Should you wish to complain about the use of your information, I/ we would ask that you contact me/ us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to my/ our use of your information. The Information Commissioner's contact details are noted below:

England:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk

Scotland:

The Information Commissioner's Office – Scotland
Queen Elizabeth House, Sibbald Walk
Edinburgh, EH8 8FT
Telephone: 0303 123 1115
Email: Scotland@ico.org.uk

Wales

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 0330 414 6421
Email: wales@ico.org.uk

Northern Ireland:

The Information Commissioner's Office – Northern Ireland
10th Floor, Causeway Tower
9 James Street South
Belfast, BT2 8DN
Telephone: 0303 123 1114
Email: ni@ico.org.uk

The accuracy of your information is important to me - please help me/us keep my/our records updated by informing me/ us of any changes to your email address and other contact details.