

PRIVACY POLICY

Purpose of this privacy notice

EREC Estates Management Services Limited (Uninn Student Accommodation) is committed to protecting your privacy. This privacy notice aims to give you information on how Uninn Student Accommodation collects and processes your personal data through your use of this website and our services, including any data you may provide when you submit a general enquiry, search for a property using the site's 'book now' option, start a livechat with us, and/or create an account with us.

This website is not intended for children and we do not knowingly collect data relating to children.

This Privacy Policy applies to information collected by Uninn Student Accommodation. The Privacy Policy does not apply to any collection of information by third party companies, individuals or organisations. Where third parties collect your personal information their own privacy policies will apply. We urge you to read these carefully.

Who we are

Uninn student accommodation is the UK's leading provider of affordable, high quality accommodation for students. Uninn Student Accommodation is the controller and responsible for your personal data (collectively referred to as "Uninn Student Accommodation", "we", "us" or "our" in this privacy notice).

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below.

Contact details

Our full details are:

Full name of legal entity: EREC Estates Management Services Limited

Email address: dataprotection@uninn.co.uk

Postal address: Data Privacy Manager, EREC Estates Management Services Limited, Friars House, Manor House Drive, Coventry, CV1 2TE

Telephone number: +44(0)2476932132

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Changes to the privacy notice and your duty to inform us of changes

This version was last updated on 20th May 2018. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender, proof of ID such as passport, driving licence or biometric residence permit, signature

Contact Data includes address, email address and telephone numbers.

Financial Data includes bank account details, financial referee details, employment details, national insurance number, gross income, details of proof of earnings and home owner status.

Transaction Data includes details about payments to and from you and other details of services you have purchased from us.

Technical Data includes internet protocol (IP) address, browser cookies, details of the time that you spend on our site, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

Profile Data includes your username and password, your interests, property preferences (such as price, size and location), feedback, survey responses and platform communications between you and other users of Uninn Student Accommodation.

Usage Data includes information about how you use our website and services.

Marketing and Communications Data includes your preferences in receiving marketing from us and your communication preferences.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

In most instances, We do not collect any Special Categories of Personal Data about you as a user of our platform (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data).

We do collect Special Category Data if you are a tenant or guarantor user. We collect the following Special Category Data;

Special Category Data:

We do not collect any information about criminal convictions and offences. However, if you are a tenant or guarantor user, we may undertake credit reference checks utilising your details which are collected on our platform or by our letting partners. This is so we can administer your contract and ensure an appropriate letting arrangement is found according to your financial circumstances. This is discussed further below.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services). In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

How we collect information about you

You may provide personal information when communicating with us (for example, when you fill out your registration form to become a tenant, if you sign up for additional services or if you contact us with a query or complaint). You may order a product or a service and give your name, e-mail address, delivery address, credit or debit card number and expiry date (or relevant bank account details), so that the order can be processed and your products (or services where appropriate) delivered to you. Sometimes you may be asked for your telephone number. If you enter a competition or promotion we will ask for your name, address and e-mail address and any other relevant information.

We will collect information about your tastes and preferences both when you tell us what these are and by analysis of customer traffic, including by using cookies (as described below). It may be that some of the personal information you give us (for instance about your lifestyle or health) is sensitive personal data within the meaning of the Data Protection Act 1998. Any such information ("sensitive information") will only be collected by us with your express consent. It may be

that you provide to us details of credit or debit cards or bank accounts in order to make payments to us. Any such information ("confidential financial information") will be used only for the specific purpose for which it is provided.

If you are a guarantor, your information may have been provided to us by the tenant. For guarantors we request name and contact details, nationality and information about your relationship with the tenant.

How we use your information

We use your information for the following purposes:

- to process your application for a tenancy;
- to administer your tenancy;
- to communicate with you and respond to your requests;
- to process payments;
- to recover any unpaid sums due to us;
- to prevent and detect criminal activity, fraud and misuse of or damage to our property;
- to invite you to form part of our consumer panel or research groups;
- where we have your consent to do so, to contact you about other products and services that we think may be of interest to you;
- to personalise your visits to our website; and
- to help us develop the design and layout of our website to ensure it is as useful and enjoyable as possible.

Other information we may collect

We may provide aggregated statistics about our sales, customers, traffic patterns and other site information to third parties, but these statistics will not include any information that could personally identify you. If you are an on-line customer, the information collected from the website is not anonymous. We use this information along with your preferences to tailor content, services and offers for you.

How long do we keep your information

The periods for which we keep your information will vary according to the purpose for which we use the information.

Unless there is a specific legal requirement to keep your information we will not keep it for longer than necessary for the purposes for which the data was collected or for which it is to be further processed. We have an internal data retention policy that details the duration for which we keep certain categories of data.

Third-party

We may share your personal information with third parties in the following ways:

- where we have a legal or regulatory obligation to do so – this will include sharing your personal information with local councils for the provision of electoral roll services;
- where we use third party suppliers to provide services to us (for example, our IT providers) and they need access to your personal information in order to deliver that service;
- where it is necessary to do so to protect or defend our legal rights or the legal rights of others;

- if you are a tenant and you fail to pay your rent we may contact the guarantor and inform them of this failure when exercising our rights under the guarantee;
- if we sell our business or a property we will transfer information relating to tenants and guarantors to the new owner;
- if you have agreed that we may do so, we will share your personal information with identified third parties so that they can contact you with details of their products and services.

We may also provide aggregated statistics about our sales, customers, traffic patterns and other site information to third parties, but these statistics will not include any information that could personally identify you.

How we protect your information

When you review your account information or order services or products online, Uninn Student Accommodation offers the use of a secure server. The secure server software encrypts the information that you input before it is transmitted to us. In addition, we have strict security procedures covering the storage and disclosure of your information in order to prevent unauthorised access and to comply with statutory data protection requirements. This means that sometimes we may ask you for proof of identity before disclosing any personal information to you.

Cookies

A cookie is a piece of information that is stored on your computer's hard drive by your web browser, or stored as a temporary object in your web browser for the time of that connection.

On revisiting the web page our computer server will recognise the cookie, giving us information about your last visit. Usage of a cookie is in no way linked to any personally identifiable information while on our site. Once you close the browser, the cookie simply terminates. Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent

automatic acceptance. If you choose not to receive cookies, you may still use most of the features of our website.

Updates to this Privacy Policy

If we change the way in which we use or share your personal information we will update this Privacy Policy. We will notify you of any significant changes and where necessary we will obtain your consent before using your personal information for any new purpose.

Your rights in relation to your personal information

You may request access to your personal information free of charge.

You also have the right to request that inaccurate information is updated or erased.

If you have consented to us sending you marketing communications you can request that we stop using your personal information for this purpose at any time.

All requests to exercise your rights in relation to your personal information should be sent by email to dataprotection@uninn.co.uk.

If you are unhappy about the way in which we have used your personal information please let us know by contacting dataprotection@uninn.co.uk and we will try to resolve your complaint. If we are unable to resolve your complaint to your satisfaction you may lodge a complaint with the Information Commissioner's Office.

Contact details

If you have any questions or complaints about how we use your personal information please contact our customer services team on +44(0)2476932132.