



Student NO FEE respects the privacy of all of our tenants and their guarantors. This privacy policy sets out how Student NO FEE uses and protects information that you give us.

Student NO FEE is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified you can be assured that it will only be used in accordance with this privacy statement.

Student NO FEE may change this policy by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 25<sup>th</sup> May 2018.

#### **Information you give us**

This is information about you that you give us by filling in forms either on our website or at the office. This also includes any correspondence, including telephone calls, emails or letters. The information you give us may include name, course and year of study, term time address, home address, telephone number, and email address and guarantor details.

Guarantors, on completion of the guarantor form, are required to provide contact telephone number, email address, employer details and home address, this information is used to confirm that all guarantors meet the criteria required to enable them to guarantee the tenants share of the rent and enables us to communicate with guarantors.

We are also required to view, photocopy and retain copies of all tenants' passports and where applicable a visa under the government right to rent scheme.

Bookings for property viewings are handled through a 3<sup>rd</sup> party website Bookeo, only information relevant to the service provided are collected, this includes name, telephone number, email address, IP address and the university you are enrolled at. This information enables us to communicate with you regarding the viewing of your selected properties. For details on Bookeo's privacy policy please click the below link: <https://www.bookeo.com/privacy/>

#### **How is the information stored?**

All information is stored on our secure servers or in locked filing cabinets at the Student NO FEE office.

#### **What we do with the information**

We require this information as you are signing a legally binding Assured Shorthold Tenancy Agreement and in particular for internal record keeping and the sending of our promotional emails regarding beneficial schemes.

We do not pass on or sell information to third parties, unless we have a legal obligation to do so. This can include, but is not limited to, Southampton City Council, utility providers and debt collection agencies.

Employees and contractors of Student NO FEE may be given access to personal information, the use of which will be limited to the performance of their duties in relation to the services provided by Student NO FEE. A list of contractors is available upon request.

To protect our tenant's privacy, we will be unable to discuss details regarding the tenancy with anyone other than the named tenants and their guarantors. If you wish a third party to access information, this must be confirmed in writing by the tenant.

#### **Cookies**

We use traffic log cookies to identify which pages of our website are being used. We use this information for statistical analysis purposes only. A cookie does not give us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies but you can modify your browser settings to decline cookies if you prefer.

#### **How long do we keep the information for?**

Student NO FEE will keep information only for as long as it is relevant and useful for the purpose for which it was originally collected.

#### **Updating personal information**

Personal information held by Student NO FEE can be updated by contacting the office by phone, email or letter.

#### **Access to information**

Details about personal information Student NO FEE hold can be accessed upon request, proof of identity is required before processing any request and a small fee may be payable.

For further details on how your information is used, how we maintain the security of your information and your rights to access information we hold on you, please contact: 02380 223170 or email [info@studnofee.com](mailto:info@studnofee.com).

Student NO FEE are registered with the Information Commissioners Office as a data processor. Our registration number is ZA374261