

NU:LETS DATA PRIVACY STATEMENT

Last Revised: 22nd May 2018

INTRODUCTION

Nu:lets (“we”, “our” or “us”) promises to respect any personal data you share with us, or that we get from other organisations and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn’t reasonably expect.

Facilitating our legal requirements, organisation policy and services to our suppliers, contractors and clients through using your personal data allows us make better decisions, communicate more efficiently and, ultimately, ensure you receive the services required.

WHERE WE COLLECT INFORMATION ABOUT YOU FROM

We collect information in the following ways:

- When you register an interest or application for a tenancy or property
- When you wish us to provide services to you as a landlord
- When you register with us as a supplier of services

WHAT PERSONAL DATA WE COLLECT AND HOW WE USE IT

The type and quantity of information we collect and how we use it depends on why you are providing it.

TENANTS

In registering as a prospective or actual tenant of a property we will ask you to provide us with the following personal information:

To arrange a viewing

- Name
- Email
- Telephone number
- Number of tenants
- Any additional relevant information

To undertake a tenancy

- Tenancy length
- Year of study
- Course
- Name
- Date of birth
- Gender
- Nationality
- N.I Number
- Email Address
- Contact Number
- Student ID
- Home address
- Present address (If Applicable)
- Present landlord
- Landlord contact number
- Guarantor Name
- Guarantor Address
- Guarantor Email Address
- Guarantor relationship to tenant

How is this used?

- To create a legal document (The tenancy agreement)
- To compile a Deed of Guarantor
- To comply with our legal obligations
- To fulfil the terms of a tenancy, such as suppliers who need access to the property for repairs or maintenance or similar.
- If permitted within the tenancy agreement, your personal data may be shared with, local authorities and utility companies regarding your move in to a property. In the event of a property being sold, we may be requested to provide a copy of the tenancy agreement which contains your personal information and may be shared with mortgage companies, estate agents, potential buyers and buyers or seller solicitors.

In some cases may also collect data from third parties including social networks, fraud prevention agencies, public information services and credit reference agencies.

We will also share this information with credit reference agencies and they will give us information about you.

The data we exchange can include

1. Name , address date of birth
2. Application form details
3. Financial situation and history
4. Public Information

We will use this information to

1. Assess if you can afford the property

2. Make sure what you have told us is the truth
3. Help detect and prevent fraud
4. Track and recover debts

On a joint tenancy, CRA's may link your data to other joint tenants. You can ask CRA's to break the link but you normally have to prove you no longer have a financial link with them.

DEED OF GUARANTOR

- Name
- Address
- Contact number
- Email address
- Passport
- Driving licence
- Utility Bill

How is this used?

- The information is used to create a legal document

LANDLORDS

- Name
- Date of Birth
- Email Address
- Contact Number
- Address
- Bank Details
- Property Details

How is this used?

- To create an account on our software package
- To comply with our legal obligations
- To create the terms of business
- To create the tenancy agreement

SUPPLIERS

In registering as a supplier we will ask you to provide us with the following personal information:

- Name
- Address
- Email
- Telephone number
- Bank Details
- Job Title

We will mainly use your data to administer our contracted duties with you.

HOW WE KEEP YOUR DATA SAFE AND WHO HAS ACCESS

NU:Lets is a wholly owned trading subsidiary of Northumbria Students' Union. As such we use the services and infrastructure of the Union to ensure the integrity and security of data.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff and contractors.

We share your data with Northumbria Students' Union for the purposes of financial processing and payment and to meet legal and contractual requirements.

We do not share your data for the purposes of selling other services or any other promotional activity for NU:lets or any of the Union's services or any third parties.

Some of our suppliers run their operations outside the European Economic Area (EEA). Although they may not be subject to same data protection laws as companies based in the UK, we will take steps to make sure they provide an adequate level of protection in accordance with UK data protection law. By submitting your personal information to us you agree to this transfer, storing or processing at a location outside the EEA.

We may need to disclose your details if required to the police, HMRC, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

We will keep your data as long as you remain a client, landlord using our service or supplier.

After this point we may keep data for up to 10 years for one or more of the following reasons :-

- To respond to questions or complaints or
- To show why we have treated you fairly or
- For historical research and statistical purposes.
- In the case of legal action of any kind

KEEPING YOUR INFORMATION UP TO DATE

We request that suppliers, contractors and clients make best attempts to ensure data held by the Students' Union is up to date and accurate. In the event of any changes to data or the discovery of any inaccuracies please contact info@nulets.co.uk.

UNDERSTANDING THE DETAIL OF OUR DATA SECURITY MEASURES

When we process your data we will have already carefully assessed the lawful justification for doing so, the parameters in which the data is processed, the length of time the data is held for, the secure storage of your data and undertaken impact assessments to ensure your rights are delivered.

We operate under the Students' Union Data Protection and Information Security Policy which is supported by a practical handbook for all employees. All employees handling data are required to undertake general data protection training and third parties handling data are required to provide a contract which meets the requirements of the Information Commissioner's Office.

YOUR RIGHT TO KNOW WHAT DATA WE HOLD ABOUT YOU, MAKE CHANGES OR ASK US TO STOP USING YOUR DATA

You have a right to ask us to stop processing your personal data, and if it's not necessary for the purpose you provided it to us for (e.g. Union policy or fulfilment of a contract) we will do so. Contact us on info@nulets.co.uk.

You have a right to ask for a copy of the information we hold about you. If there are any discrepancies in the information we provide, please let us know and we will correct them.

If you want to access your information, you must complete the Subject Access Request Form with a description of the information you want to see and the required proof of your identity by post to the University of Northumbria Students' Union, 2 Sandyford Lane, NE1 8SB. This can be obtained from <https://www.mynsu.co.uk/nsu/documents/privacy>.

If you have any questions please send these to info@nulets.co.uk and for further information see the [Information Commissioner's guidance here \(link is external\)](#).

CHANGES TO THIS STATEMENT

We may change this Privacy Statement from time to time. If we make any significant changes in the way we treat your personal information we will make this clear by contacting you directly and publishing this statement online.

If you have any questions, comments or suggestions, please let us know at info@nulets.co.uk.