

Personal Data Privacy Notice

This notice explains what information we collect, when we collect it and when 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 are we?

Here at No1Rooms Limited we take the issue of security and data protection very seriously and are committed to protecting your personal data and respecting your privacy in accordance with UK GDPR and Data Protection Act 2018.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number **#ZA433354** and we are the data controller of any personal data that you provide to us.

Any questions relating to this notice and our privacy practices should be sent to No1Rooms Ltd, Office 5 Gretton House, Waterside Court, Burton on Trent, DE14 2WQ.

Website: www.no1rooms.com

How we obtain information from you and what information we collect

We obtain information about you:

- From enquiries in to properties we manage.
- Correspond with us by email, post or phone.
- Fill out a contact form our website
- From your application when applying for accommodation.

We collect the following information about you:

- Names, email address, date of birth, address (including any previous addresses, relationship to others, employment status, name of university or college where you are studying (if applicable));
- Tenant name, email address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin, name of university or college where you are studying (if applicable), the name of friends that you are staying with (if applicable);
- Background information such as previous landlord details, employer details, accountant details, next of kin, dependants and emergency contacts.
- Guarantor name, e-mail address, telephone number, Date of Birth, address (including any previous addresses), marital status, National Insurance Number, nationality, next of kin (if applicable);
- Property address; term, rent, deposit, utility and service responsibilities;
- The employment status of tenants and/or guarantors, address, contact details (including email, phone and fax numbers) of the employer/accountant, payroll numbers, length of employment, salary information (including any regular overtime or commission), and any other income received;
- Bank account details, including account number and sort code, and any hire purchase/loan agreements/credit cards or store cards that you have; and credit check results.
- Any welfare benefits that you may be eligible for, or are currently on.

- Immigration/ right to rent checks.
- Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside in the UK and/or EEA.

Why 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 provide our service to you (i.e arranging letters) and to verify who you are.
- to use this information or collect payment or send payments to you, in relation to lettings and also to verify your ability to pay.
- 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 and will be processed only by any third party, acting on our behalf.

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 using referencing portal Goodlord, which may include 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;
- 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.
- Third parties who provide services to the property for maintenance, required checks for the property and repairs including but not limited to plumbers/electricians/builders/carpenters;
- E-signature companies for online signatures;
- Deposit protection schemes for registration of a deposit
- Inventory companies who conduct check ins and check outs;
- In connection with legal claims, compliance, regulatory and investigative purposes as necessary (including disclosure of such information in connection with legal process or litigation);

- Third parties such as The Property Redress Scheme to investigate any complaints received from you or from others, about our services or the properties which we deal with;
- Third parties to undertake market research on our behalf;
- Third parties for the purposes of confirming your identity and complying with AML, relevant sanctions checks and “right to rent” requirements;
- Other software solutions to help provide the services to you for example, property maintenance online reporting, Identity check platforms, sales progression software, material information and other compliance requirements e.g property licensing;
- Property CRMs in order to manage your data and help us carry out of our management services.
- Telephone answering service and online chat providers in order for us to process your data to fulfil our requirements;
- Our website may contain links to other websites of interest (e.g., property portals). However, once you use these links to leave our site, we do not have any control over that other website. We cannot be responsible for the protection and privacy of any information you provide while visiting such sites.

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

Transfers outside the UK and Europe

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

- Electronic issuing of tenancy documents for accommodation.
- Electronic issuing of tenancy documents to service legal notices.
- Electronic issuing of documents for landlord services.

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. We have put in place suitable physical, electronic and managerial procedures to safeguard your data and prevent your data from being lost, accidentally destroyed, misused or disclosed.

Whilst we endeavour to do our best to protect your personal data, transmission of information is not entirely secure and is done at your own risk.

Telephone Call Recording

We may operate call recording in their offices:

It is in our legitimate interests to record calls unless those interests are overridden by you by asking for your call not to be recorded. In that case, we may ask you to contact us by email or in writing.

- You will be informed if call recording is in operation
- Personal data revealed during a telephone call will be digitally recorded, for example name and contact details, to deliver services to you or for your benefit.

How Call recordings may be used:

- respond to any questions, complaints or claims made by you or on your behalf;
- show that we treated you fairly
- keep records required by law
- protect the interests of you, our staff or both
- All call recordings are held securely.

How long we will keep your information

We review our 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 we have with you. The period for which your data is held after the end of a tenancy is up to six years after the end of a tenancy or business relationship.

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 me us.

If you would like to exercise any of your rights above please contact us at hello@no1rooms.com

Cookies

Our website uses cookies to improve your browsing experience, remember your property search preferences, and analyse our traffic. Cookies are small text files placed on your device that help us provide a more personalised service.

Some cookies are essential for the website to function, while others are optional. We may also use third party tools such as Google Analytics to improve website performance.

For full details on the specific cookies we use, why we use them, and how you can manage your settings, please view our Full Cookie Policy on our website.

Complaints

Should you wish to complain about the use of your information, we would ask that you use 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 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 us - please help us keep our records updated by informing us of any changes to your email address and other contact details.

