

## **Really Lovely Rooms – Privacy Policy**

This policy sets out how Really Lovely Rooms uses and protects any personal information that you provide to us, whether through our website, by phone or by email, directly to our staff or house managers, or via third parties.

During the course of our activities, we process personal data about you, which may be held on paper, electronically or otherwise, and we recognise the importance of treating your data in a lawful and appropriate manner.

By booking with us, you agree to this Policy and to us holding your data accordingly.

### **Information we collect about you**

We may collect any of the following: your name, email address and phone numbers; your home or alternative addresses, your previous addresses; your nationality and visa information; your NI and Passport number; ID document copies such as passport, identity card, driving license; your age, date of birth and gender; your next of kin details; your employer's name and contact details; other reference contact details; personal information as supplied by referees; your bank account details and card payment details where required.

This information is securely held according to this policy statement and the following applicable laws and registrations:

- General Data Protection Regulation (EU) 2018
- Information Commissioner's Office (ICO Registration No. ZA270925)
- Right to Rent Legislation (UK) 2016

### **How we collect this information about you**

We collect information by phone, email and website in response to booking enquiries, bookings, arrival forms, licensee contracts, and from third parties as references. We collect ID copy information by email and face to face by photo. We employ a telephone answering service that also collects information on our behalf.

### **How we use this information**

We use this information for internal record keeping; to provide you with information and services; to communicate with you about room booking and licence options available; to make bookings and licence contracts for you; to contact your references; to comply with Right to Rent legislation as required in the UK; to make refunds and levy payments as appropriate; to contact you by phone, text or email regarding house issues such as handyman visits or emergencies; to inform you prior to entry of your room in relation to such issues; to provide references on your behalf for other accommodation or employment; to contact you after you have left to obtain your feedback on our service; to notify you of alternative and additional services available; to analyse data so as to improve our services generally; and to undertake any other activity which is required for the smooth and efficient provision of our services to you and which is consistent with the proper performance of our business.

We will share your information with third parties as required in order to carry out due diligence on you as an occupant; to protect your deposit; to enable credit and financial checks as required; to enable financial payments to be levied; to assist with debt

recovery; to contact your family, friends or employer if there is a personal emergency; to supply for electoral registration if requested; and additionally to provide your information as required where there is a duty to do so for other legal and regulatory reasons.

### **Security**

We are committed to ensuring your information is secure. In order to prevent unauthorised access or disclosure, we have put in place robust physical, electronic and managerial procedures to safeguard and secure the information we collect.

### **How long will we keep your information**

We will only hold your personal information for as long as is required for the service we provide to you including for follow up reference requests; and as required for ID documents under Right to Rent Legislation. We review our data retention periods regularly and will only hold your personal information for as long as is necessary.

### **Your rights**

You have the right at any time to: ask for a copy of the information about you held by us; 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 these rights please contact us at [info@reallylovelyrooms.so.uk](mailto:info@reallylovelyrooms.so.uk).

Should you wish to complain about our use of your information please contact us, or write to: The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113. Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

### **Accuracy**

Please help us keep our records updated by informing us of any changes to your email address, phone and other contact details.

### **Security on our Website - How we use cookies**

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives 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 usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**Really Lovely Rooms** is a trading name of  
**Freeman Residential Ltd**, Reg Office: 5 Downside Rd, Clifton, Bristol BS8 2XE, UK.  
Reg Company No. 5437763 Tel: 0117 452 2244 [info@reallylovelyrooms.co.uk](mailto:info@reallylovelyrooms.co.uk)