PRIVACY POLICY BOND HOUSING GROUP



We are committed to ensuring that your privacy is protected. When we ask you to provide information by which you can be identified, then it will only be used in accordance with our privacy statements. All information will be processed in accordance with the General Data Protection Regulations and the Data Protection Act 2018.

We may update these policies from time to time. You should check this page regularly to ensure that you are happy with any updates.

This policy is effective from 01 January 2023

Bond Housing Group (Lincoln) Ltd and associated companies (Bond Housing Group (ABC Co-Living) Limited, Bond Housing Group (Living) Limited, Bond Housing Group (BICO) Limited and The Lincoln Student Group Limited ("the

Associated Companies") (together "the Group Companies") will lawfully protect and process your personal data in accordance with the General Data Protection Regulations and the Data Protection Act 2018 ("The Act")

The Group Companies can be contacted at:

Data Protection Compliance, Bond Housing Group, Unit 1 Sparkhouse, Ropewalk, Lincoln, LN6 7DQ or by email dataprotection@bondhousinggroup.com.

The Data Protection Registration Number for each company is:

Bond Housing Group (Lincoln) Limited ZA180282 Bond Housing Group (ABC Co-Living) Limited ZA297595 Bond Housing Group (Living) Limited ZB494304 Bond Housing Group (BICO) Limited ZB494313 The Lincoln Student Group Limited ZA479037 Place Homes Lincoln is a trading style of Bond Housing Group (Lincoln) Limited

Data may be been lawfully shared between and processed by the Associated Companies. This privacy policy applies to the Group Companies.

The General Data Protection Regulations are to safeguard your personally identifiable information or personal data. This privacy notice will be regularly reviewed and updated.

Your rights:

You have a right of access to check your personal data to verify the lawful basis of processing. We are obliged to respond to an access request within 30 days and may not charge a fee unless the request is unfounded, excessive or repetitive. If a fee is charged it is to be a reasonable fee based upon the administrative cost of providing the information.

You have a right to rectification if the data we hold is either inaccurate or incomplete. If your data has been disclosed to third parties then we must inform them of the rectification, where possible.

You have a right to erasure of your data when consent is our basis of processing (the right to be forgotten). You may request that your personal data be erased, for example, where there is no compelling reason for its continued processing or where you withdraw

consent. We will comply with your request unless we have another basis of processing justifying our retaining the data (for example a legal requirement or the defence of a legal claim).

You have some rights to ask us to restrict processing i.e. to block or supress processing where, for example, the data may be incorrect and whilst the accuracy is verified. We are still permitted to store the data.

You do have a right to object to further processing of your personal data. We may be required to stop processing unless there is some other legitimate basis of processing such as a legitimate interest or a requirement for the exercise or defence of a legal claim.

Where the lawful basis for processing is your consent, you may withdraw consent at any time by writing to: Data Protection Compliance, Bond Housing Group, Unit 1 Sparkhouse, Ropewalk, Lincoln, LN6 7DQ or by email dataprotection@bondhousinggroup.com.

Where the provision of data is a statutory requirement, a contractual requirement or a requirement necessary to enter into a contract, a refusal to provide the data (or a withdrawal of consent relating to the data use) may mean that we are unable to provide you with our service (or that we have to cease providing our service).

How to lodge a complaint with the supervisory authority:

The supervisory authority responsible for data protection is the Information Commissioners Office (ICO) to whom concerns may be reported by phone on **0303 123 1113 or** +44 1625 545 745 if calling from outside the UK or by email using the form on the website ico.org.uk

New Tenant Contact / Viewing Request Privacy Policy:

SUMMARY OF KEY INFORMATION TO UNDERSTAND WHEN REGISTERING WITH US AND REQUESTING TO VIEW PROPERTIES

When you submit a request for more information about a property and/or you submit a request to view a property (including requests submitted through our automated booking systems) and/or you complete a registration form, we may share your personal data with the relevant organisations or individuals set out in column F below. They may also become a data controller in respect of the data. We will continue to be a data controller in respect of the data.

We may share your personal data because we need to in order to supply the service, to comply with the law and to operate our business efficiently and lawfully. Where the provision of data is a statutory requirement, a contractual requirement or a requirement necessary to enter into a contract, a refusal to provide the data (or a withdrawal of consent relating to the data use) may mean that we are unable to provide you with our service (or that we have to cease providing our service).

Before providing personal information to us about another person or persons, such as (but not limited to) where a lead tenant provides details about all the members of a group, you must obtain the other person(s) consent to their personal information being disclosed. You must also obtain the other person(s) consent to their personal information being processed in accordance this privacy policy. We are entitled to assume (unless we are advised otherwise in writing) that you have obtained the appropriate consent you require from another person or persons to share information with us in these circumstances.

When you request a viewing and/or ask for more information about a property, by providing an email address and/or telephone number (and any other contact information) you are <u>expressly consenting</u> in advance (by expressly opting in) to receive email notifications and/ or sms text alerts and/or telephone calls and/or Messanger messages and or WatsApp messages based on this information for specific purpose set out in column D below and from the relevant organisations and individuals set out in column F below.

Our privacy policy allows us to lawfully share your relevant personal data with (for example) our letting and managing agents and our viewing clerks.

In the absence of express consent your data may also be lawfully processed because we have a <u>legitimate interest</u> in processing your data. A legitimate interest is when we have a business or commercial reason to process your personal data.

Information held:

The personal data we hold will include the information listed in column A. It may also include other sensitive data concerning health, if relevant.

The data may be collected and processed by those listed in column B (who is collecting it) and column F (who it may be shared with).

How the data is collected is identified in column C.

How we use your data:

Your personal data will be used for the activities in column D.

Our lawful basis for processing your data is set out in column E below and comprises a combination of consent and legitimate interest.

Recipients of personal data:

It will be necessary for us to process or share all or some of your personal data with a range of individuals, businesses and organisations and these may include those listed in column F.

Where is the data stored:

Your personal data is stored in the way described in column G and the data is always stored within the European Union or outside of the European Union but with an organisation operating under the General Data Protection Regulations.

Retention period and criteria used to determine the retention period:

We will retain your personal data for up to the time defined in column H. If the lawful basis for processing your data was consent then you may withdraw consent at any time, but where we had more than one lawful basis for processing, we may still be able to (or be obliged to) retain the data.

Α	В	C	D	E	F	G	Н
INFO HELD	WHO IS COLLECTING	HOW COLLECTED	WHY COLLECTED	LAWFUL PROCESS	WHO SHARED WITH	HOW STORED	DELETION DATE
Name Contact Details	Staff (Bond Housing)	In person	To contact tenant	Consent	Staff (Bond Housing)	Electronically	Electronic 12 months
and any other	Bond website(s)	Phone	applicants about	Legitimate Interest	Registration App	Paper copies may be	after enquiry
information provided	Bond Registration	Email	properties and	(contact with	(Bond property	printed	
through any	Form(s)	Text	arrange viewings	applicant whilst	management		Paper 6 months after
registration method	Bond Actuity Booking	Messenger		looking for property)	software)		enquiry
	Diary	WatsApp			Associated Companies		
	Zoopla	Online Registration			Email and text system		
	Right Move				for Bond Housing and		
	Spareroom				for Place Homes		
	Accommodation For				Lincoln		
	Students				Cloud Lettings (agent)		
	Cloud Letting (agent)				Lighthouse		
	Lighthouse				/Countrywide (agent)		
	/Countrywide (agent)				Viewing clerks		
	Place Homes Lincoln				Place Homes Lincoln		
	AQL (telecoms)				Online Storage		

New Tenant Application / On-boarding Privacy Policy:

SUMMARY OF KEY INFORMATION TO UNDERSTAND WHEN APPLYING TO RENT A PROPERTY FROM US

When you apply to rent a property from us we may share your personal data with the relevant organisations or individuals set out in column F below. They may also become a data controller in respect of the data. We will continue to be a data controller in respect of the data.

We may share your personal data because we need to in order to supply the service, to comply with the law and to operate our business efficiently and lawfully. Where the provision of data is a statutory requirement, a contractual requirement or a requirement necessary to enter into a contract, a refusal to provide the data (or a withdrawal of consent relating to the data use) may mean that we are unable to provide you with our service (or that we have to cease providing our service).

Before providing personal information to us about another person or persons, such as (but not limited to) where a lead tenant provides details about all the members of a group, you must obtain the other person(s) consent to their personal information being disclosed. You must also obtain the other person(s) consent to their personal information being processed in accordance this privacy policy. We are entitled to assume (unless we are advised otherwise in writing) that you have obtained the appropriate consent you require from another person or persons to share information with us in these circumstances.

By providing an email address and/or telephone number (and any other contact information) you are <u>expressly consenting</u> in advance (by expressly opting in) to receive email notifications and/ or sms text alerts and/or telephone calls and/or Messanger messages and or WatsApp messages based on this information for specific purpose set out in column D below and from the relevant organisations and individuals set out in column F below.

Our privacy policy allows us to lawfully share your relevant personal data with (for example) our letting and managing agents, professional advisors and the local council.

We use Acceptacard and/or Worldpay to process cards payments. You provide information directly to Acceptacard and/or Worldpay. We will share personal information with Acceptacard and/or Worldpay only to the extent necessary for the purposes of processing any payments you make and dealing with charge-backs, refunds, complaints and queries relating to such payments. When you make a payment using these services we do <u>NOT</u> receive details from your card, so we will <u>NOT</u> receive the following PAN Number, three digit code or expiry date. We may receive information confirming the card registered address and name.

In the absence of express consent your data may also be lawfully processed because we have a <u>legitimate interest</u>, because we have a <u>contractual relationship</u> with you and/ or because we have a <u>legal duty</u> to process your data.

Information held:

The personal data we hold will include the information listed in column A. It may also include other sensitive data concerning health, if relevant.

The data may be collected and processed by those listed in column B (who is collecting it) and column F (who it may be shared with).

How the data is collected is identified in column C.

Note: We may also collect data from or via third parties such as credit referencing companies, referees (previous landlord/ current landlord/ employer) and the local council.

How we use your data:

Your personal data will be used for the activities in column D.

Our lawful basis for processing your data is set out in column E below and comprises a combination of consent, legitimate interest, contract fulfilment and legal obligation.

Recipients of personal data:

It will be necessary for us to process or share all or some of your personal data with a range of individuals, businesses and organisations and these may include those listed in column F.

Where is the data stored:

Your personal data is stored in the way described in column G and the data is always stored within the European Union or outside of the European Union but with an organisation operating under the General Data Protection Regulations.

Retention period and criteria used to determine the retention period:

We will retain your personal data for up to the time defined in column H. If the lawful basis for processing your data was consent then you may withdraw consent at any time, but where we had more than one lawful basis for processing, we may still be able to (or be obliged to) retain the data.

Α		С	D	E	F	G	н
	В						
INFO HELD	WHO IS COLLECTING	HOW COLLECTED	WHY COLLECTED	LAWFUL PROCESS	WHO SHARED WITH	HOW STORED	DELETION DATE
Name, Contact Details	Staff (Bond Housing)	In person	Use on application form	Consent	Staff (Bond Housing)	Electronically	Successful applicants
and any other		Phone	Use to reference applicant		Registration App		6 years after the

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information provided	Bond Application	Email	Use to contact applicant	Legitimate Interest	(Bond property	Paper copies may be	tenant leaves and
through any	Form(s)	Text		(Contact with	management	printed	Failed applicants
application method	Place Homes Lincoln	Messenger		applicant and	software)		within 1 year of failure
(unless information is		WatsApp		completing the	Associated Companies		or drop out
separately specified		Online application		application and	Email and text system		
below)		form		referencing applicant)	for Bond Housing and		
			Use on Tenancy		for Place Homes		
			Agreement		Lincoln		
			Use on Guarantee	Contract Fulfilment	Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Landlord		
					Solicitor		
					Accountant		
					Surveyor		
					Insurer		
					Other Advisors		
					Bankers/ Lenders		
DOB	Staff (Bond Housing)	In person	To check applicant is	Contract Fulfilment	Staff (Bond Housing)	Electronically	Successful applicants 6
	Bond Application	Phone	lawfully allowed to sign		Registration App	Paper copies may be	years after the tenant
	Form(s)	Email	the Tenancy Agreement		(Bond property	printed	leaves and Failed
	Place Homes Lincoln	Text	to rent the property (age		management		applicants within 1
		Messenger	18+)		software)		year of failure or drop
		WatsApp			Associated Companies		out
		Online Application			Email and text system		
					for Bond Housing and		
					for Place Homes		
					Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Landlord		
					Solicitor		
					Accountant		
					Surveyor		
					Insurer		
					Other Advisors		
					Bankers/ Lenders		
University Details	Staff (Bond Housing)	In person	To check student status	Legitimate Interest (to	Staff (Bond Housing)	Electronically	Successful applicants 6
	Bond Application	Phone	for council tax exemption	ensure obligations to	Registration App	Paper copies may be	years after the tenant
	Form(s)	Email		local council are met	(Bond property	printed	leaves and Failed
	Place Homes Lincoln	Text		and that any			applicants within 1

		Messenger		exemption can be	management		year of failure or drop
		WatsApp		applied for)	software)		out
		Online Application			Associated Companies		
					Email system for Bond		
					Housing and for Place		
					Homes Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Landlord		
					Solicitor		
					Accountant		
					Surveyor		
					Insurer		
					Other Advisors		
					Bankers/ Lenders		
					Local Council		
Employment details	Staff (Bond Housing)	In person	To reference applicant for	Legitimate Interest (to	Staff (Bond Housing)	Electronically	Successful applicants
	Bond Application	Phone	suitability as tenant	ensure applicant will	Registration App	Paper copies may be	1 year after the tenant
	Form(s)	Email		be able to meet	(Bond property	printed	leaves and Failed
	Place Homes Lincoln	Text		tenancy obligations)	management		applicants within 1
		Messenger			software)		month of failure or
		WatsApp			Associated Companies		drop out
		Online Application			Email and text system		
					for Bond Housing and		
					for Place Homes		
					Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Applicant Employer		
					Landlord		
					Solicitor		
					Accountant		
					Surveyor		
					Insurer		
					Other Advisors		
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					Bankers/ Lenders		
Previous and current					Bankers/ Lenders		
Previous and current landlord/ agent					Bankers/ Lenders		
					Bankers/ Lenders Staff (Bond Housing)		

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any arrears for Bond Housing and drop out Right To Rent Legal Obligation Lincoln		Place Homes Lincoln		-		-		
Right To Rent Legal Obligation Lincoln	utility bill)			To assist with pursuing	tenancy obligations)	Email and text system		month of failure or
Right To Rent Legal Obligation Lincoln				any arrears		for Bond Housing and		drop out
						for Place Homes		
				Right To Rent	Legal Obligation	Lincoln		
						Cloud Lettings (agent)		

					Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Solicitor Accountant HM Government		
Bank Details	Staff (Bond Housing) Bankers Go Cardless Place Homes Lincoln	In person Email Self Registration	To ensure applicant has set up payment arrangements To be able to make refunds	Legitimate Interest (to ensure applicant will be able to meet tenancy obligations) Contract Fulfilment	Staff (Bond Housing) Associated Companies Email and text system for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Solicitor Accountant Bankers Go Cardless	Electronically Paper copies may be printed	Successful applicants 1 year after the tenant leaves and Failed applicants within 1 month of failure or drop out
Next of Kin	Staff (Bond Housing) Bond Application Form(s) Place Homes Lincoln	In person Phone Email Text Messenger WatsApp Online Application	Emergency Contact To assist with pursuing any arrears	Legitimate Interest (to be able to contact NOK in an emergency and Legitimate Interest (to ensure applicant will be able to meet tenancy obligations)	Staff (Bond Housing) Registration App (Bond property management software) Associated Companies Email and text system for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Solicitor	Electronically Paper copies may be printed	Successful applicants 1 year after the tenant leaves and Failed applicants within 1 month of failure or drop out
Guarantor Name, Contact Details and any other information	Staff (Bond Housing) Bond Application Form(s)	In person Phone Email	To reference guarantor for suitability as guarantor	Legitimate Interest (to ensure guarantor will	Staff (Bond Housing) Registration App (Bond property	Electronically Paper copies may be printed	Successful applicants 6 years after the tenant leaves and

provided through any	Place Homes Lincoln	Text	To contact guarantor	be able and willing to	management		Failed applicants
application method		Messenger		meet obligations)	software)		within 1 year of failure
		WatsApp			Associated Companies		or drop out
		Online Application			Email and text system		
			Use on Guarantee	Contract Fulfilment	for Bond Housing and		
					for Place Homes		
					Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Landlord		
					Solicitor		
Card Details (PAN	Acceptacard /	Online or by Phone	To process card payments	Consent	Staff (Bond Housing)	We do not receive this	We do not receive this
Number, three digit	Worldpay			Contract Fulfilment	do not receive this	information	information
code expiry date etc)					information (PAN		
					Number, three digit		
					code expiry date etc)		
Card address and					Staff (Bond Housing)	Successful applicants 1	Successful applicants 1
name Details					may receive the card	year after the tenant	year after the tenant
liame Details					address and name	leaves and Failed	leaves and Failed
					details	applicants within 1	applicants within 1
					uctans	month of failure or	month of failure or
						drop out	drop out

Current Tenant Occupiers Privacy Policy:

SUMMARY OF KEY INFORMATION TO UNDERSTAND WHEN RENTING A PROPERTY FROM US

When you sign your tenancy agreement you will be <u>expressly consenting</u> to the use of your personal data for the day to day management of the property and the conduct of the landlord tenant relationship. We may share your personal data with the relevant organisations or individuals set out in column F below. They may also become a data controller in respect of the data. We will continue to be a data controller in respect of the data.

We may share your personal data because we need to in order to supply the service, to comply with the law and to operate our business efficiently and lawfully. Where the provision of data is a statutory requirement, a contractual requirement or a requirement necessary to enter

into a contract, a refusal to provide the data (or a withdrawal of consent relating to the data use) may mean that we are unable to provide you with our service (or that we have to cease providing our service).

By providing an email address and/or telephone number (and any other contact information) you are <u>expressly consenting</u> in advance (by expressly opting in) to receive email notifications and/ or sms text alerts and/or telephone calls and/or Messanger messages and or WatsApp messages based on this information for specific purpose set out in column D below and from the relevant organisations and individuals set out in column F below.

Our privacy policy allows us to lawfully share your relevant personal data with (for example) our maintenance contractors, our managing agents, our professional advisors, the local council and utility companies. We may also lawfully share your relevant personal data (which can include tenancy conduct information) with a prospective landlord, a prospective agent or a prospective mortgagor (lender) as well as joint tenants, guarantors and other occupiers.

We use Acceptacard and/or Worldpay to process cards payments. You provide information directly to Acceptacard and/or Worldpay. We will share personal information with Acceptacard and/or Worldpay only to the extent necessary for the purposes of processing any payments you make and dealing with charge-backs, refunds, complaints and queries relating to such payments. When you make a payment using these services we do <u>NOT</u> receive details from your card, so we will <u>NOT</u> receive the following PAN Number, three digit code or expiry date. We may receive information confirming the card registered address and name.

In the absence of express consent your data may also be lawfully processed because we have a legitimate interest, because we have a contractual relationship with you and/ or because we have a legal duty to process your data.

We will retain all tenancy agreements for 10 years as we have a legitimate interest in doing so because we may be asked by the council to prove the historical use (and continued use) of a building for planning purposes.

The <u>most common</u> ways in which your data may be lawfully disclosed when renting from us is as follows:

WHO	REASONS
	We may disclose your relevant details to our solicitors, accountants, surveyors, insurers and any other professional advisors and bankers/lenders in the course of running our business, we would not disclose to any advisor, consultant, expert or bank/ financial organisation who was not subject to rules themselves about confidentiality in respect of both our and your data. The details disclosed will be

	limited to the extent necessary for us to obtain the advice we need and to comply
	with any legal obligations we have.
Other joint tenants, guarantors and other occupiers of the same property or building.	We may disclose your relevant details to the tenant other joint tenants in respect of the property, guarantors in respect of the property and other occupiers of the same property or building We may also disclose relevant details to a contractor, for them to complete a repair job at a property. The details disclosed will be limited to the extent necessary for them to undertake this work, and may involve providing your contact details for them to contact you to arrange the time of a repair.
Local and Central Government	We may disclose your details to Local and/or Central Government,, For example we may disclose your details to Local Government concerning any Council Tax, Housing Act or HMO Licensing matters and to Central Government or HMRC concerning our income and other tax matters. We also be asked by other government agencies such as benefits agency to confirm your address and dates of residency at our addresses as part of their own fraud audit. Sometimes requests from government agencies are made a considerable time after you have vacated. The details disclosed will be limited to the extent necessary for us to comply with any legal obligations we have.
Police Forces	We may disclose your relevant details to the police or other law enforcement agencies if we are asked to or if we are satisfied that you may be involved in any form of criminal activity in particular but not limited to terrorism, dealing in drugs or fraud at our property. The details disclosed will be limited to the extent necessary for us to comply with any legal obligations we have.
Legal obligations	Where we have a legal right or legal duty to disclose the details we may do so, although unless legally prevented from doing so (eg by a court order) we will normally tell you we are doing this, although we do not undertake to do so if we do not believe it to be appropriate In all cases the details disclosed will be limited to the extent necessary for us to comply with any legal obligations we have.
References	Where you have asked us to write a reference for you, you have consented for us to disclose details. We reserve the right to decline to provide a reference if you will not agree the terms and wording of the reference in advance. If we provide a reference on you behalf you will not be able to complain if we accurately disclose arrears or poor conduct.
Housing Act, Deposits and Right To Rent	We are required by law to protect tenancy deposits, to undertake right to rent checks and to licence certain multiple occupied properties. These legal obligations

	may all require us to disclose your relevant details. The details disclosed will be
	limited to the extent necessary for us to comply with any legal obligations we have.
Legal proceedings (possession/ arrears)	If legal proceeding are necessary this will result in relevant details being disclosed
	to tracing agents, solicitors and the court service

Information held:

The personal data we hold will include the information listed in column A. It may also include other sensitive data concerning health, if relevant.

The data may be collected and processed by those listed in column B (who is collecting it) and column F (who it may be shared with).

How the data is collected is identified in column C.

Note: We may also collect data from or via third parties such as credit referencing companies, referees (previous landlord/ current landlord/ employer) and the local council.

How we use your data:

Your personal data will be used for the activities in column D.

Your personal data will be processed during and after your tenancy and any subsequent tenancy arranged through us. Our lawful basis for processing your data is set out in column E below and comprises a combination of consent, legitimate interest, contract fulfilment and legal obligation.

Recipients of personal data:

It will be necessary for us to process or share all or some of your personal data with a range of individuals, businesses and organisations and these may include those listed in column F.

Where is the data stored:

Your personal data is stored in the way described in column G and the data is always stored within the European Union or outside of the European Union but with an organisation operating under the General Data Protection Regulations.

Retention period and criteria used to determine the retention period:

We will retain your personal data for up to the time defined in column H. If the lawful basis for processing your data was consent then you may withdraw consent at any time, but where we had more than one lawful basis for processing, we may still be able to (or be obliged to) retain the data.

Α	В	С	D	E	F	G	н
INFO HELD	WHO IS COLLECTING	HOW COLLECTED	WHY COLLECTED	LAWFUL PROCESS	WHO SHARED WITH	HOW STORED	DELETION DATE
Name and Contact	Staff (Bond Housing)	In person	To create Tenancy	Consent	Staff (Bond Housing)	Electronically	6 years after the
Details	Bond Application	Phone	Agreement	Contract Fulfilment	Registration App	Paper copies may be	tenant leaves
	Form(s)	Email	To contact the tenant for	Legitimate Interest	(Bond property	printed	
	Place Homes Lincoln	Text	property management		management		
		Messenger	To operate our business		software)		
		WatsApp	lawfully and efficiently		Associated Companies		
		Online application	To account for our taxes		Email system for Bond		
		form	properly		Housing and for Place		
					Homes Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Landlord		
					Local Council		
					Solicitor		
					Accountant		
					Surveyor		
					Insurer		
					Other Advisors		
					Bankers/ Lenders		
					Maintenance		
					Contractors		
					HM Government		
					Police		
			To use on prescribed	Legal Obligation			
			information (deposit	0 0	Staff (Bond Housing)		
		scheme)		Registration App			
		To use in legal		(Bond property			
			proceedings (possession/		management		
			arrears)		software)		
			To use on HMO licence		Associated Companies		
			applications				

University Details	Staff (Bond Housing)	In person	To notify utility companies/ local council	Legitimate Interest (to facilitate to transfer of the utility services/ council tax on tenancy change over)	Email system for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse //Countrywide (agent) Place Homes Lincoln Online Storage Landlord Deposit Scheme Trace Agent Solicitor Accountant Surveyor Insurer Other Advisors Bankers/ Lenders Court Service Local Council HM Government Staff (Bond Housing) Registration App (Bond property management software) Associated Companies Email system for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse //Countrywide (agent) Place Homes Lincoln Online Storage Landlord Utility Companies Local Council	Electronically	6 years after the
University Details	Bond Application Form(s) Place Homes Lincoln	Phone Email Text Messenger WatsApp	for council tax exemption	ensure obligations to local council are met and that any exemption can be applied for)	Registration App (Bond property management software) Associated Companies	Paper copies may be printed	tenant leaves

		1					
		Online Application			Email system for Bond		
					Housing and for Place		
					Homes Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Landlord		
					Solicitor		
					Accountant		
					Surveyor		
					Insurer		
					Other Advisors		
					Bankers/ Lenders		
					Local Council		
					Local Council		
			To notify student status	Legal Obligation			
			for council tax exemption		Local Council		
Employment details	Staff (Bond Housing)	In person	To reference applicant for	Legitimate Interest (to	Staff (Bond Housing)	Electronically	Subject to no tenancy
	Bond Application	Phone	suitability as tenant	ensure applicant will	Registration App	Paper copies may be	arrears 1 year after
	Form(s)	Email		be able to meet	(Bond property	printed	the tenant leaves
	Place Homes Lincoln	Text		tenancy obligations)	management		Otherwise within 1
		Messenger			software)		year of the account
		WatsApp			Associated Companies		being settled
		Online Application			Email and text system		
					for Bond Housing and		
					for Place Homes		
					Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					-		
					Applicant Employer		
					Landlord		
					Solicitor		
					Accountant		
					Surveyor		
					Insurer		
					Other Advisors		
					Bankers/ Lenders		
Previous and current							
landlord/ agent							
details							

			1	[]			I
					Staff (Bond Housing)		
					Registration App		
					(Bond property		
					management		
					software)		
					Associated Companies		
					Email and text system		
					for Bond Housing and		
					for Place Homes		
					Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Previous Landlord		
Adverse Credit					Current Landlord		
Auverse creuit							
					Landlord		
					Solicitor		
					Staff (Bond Housing)		
					Registration App		
					(Bond property		
					management		
					software)		
					Associated Companies		
					Email and text system		
					for Bond Housing and		
					for Place Homes		
					Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Landlord		
					Solicitor		
National Insurance	Staff (Bond Housing)	In person	To reference applicant for	Consent	Staff (Bond Housing)	Electronically	Subject to no tenancy
Number	Staff (Sparkhouse	Email	suitability as tenant	Legitimate Interest (to	Staff (Sparkhouse	Paper copies may be	arrears 1 year after
Passport Details	office reception)	Online Application	Confirm address	ensure applicant will	office reception)	printed	the tenant leaves
Other ID (eg copy	Place Homes Lincoln		Confirm identity	be able to meet	Associated Companies		Otherwise within 1
utility bill)			To assist with pursuing	tenancy obligations)	Email and text system		year of the account
			any arrears		for Bond Housing and		being settled
					for Place Homes		
			Right To Rent	Legal Obligation	Lincoln		

Bank Details	Staff (Bond Housing) Bankers Go Cardless Place Homes Lincoln	In person Email Self Registration	To ensure applicant has set up payment arrangements To be able to make refunds	Legitimate Interest (to ensure applicant will be able to meet tenancy obligations) Contract Fulfilment	Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Solicitor Accountant HM Government Staff (Bond Housing) Associated Companies Email and text system for Bond Housing and	Electronically Paper copies may be printed	Subject to no tenancy arrears 1 year after the tenant leaves Otherwise within 1 year of the account
					for Place Homes Lincoln Cloud Lettings (agent) Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Solicitor Accountant Bankers Go Cardless		being settled
Next of Kin	Staff (Bond Housing) Bond Application Form(s) Place Homes Lincoln	In person Phone Email Text Messenger WatsApp Online Application	Emergency Contact To assist with pursuing any arrears	Legitimate Interest (to be able to contact NOK in an emergency and Legitimate Interest (to ensure applicant will be able to meet tenancy obligations)	Staff (Bond Housing) Registration App (Bond property management software) Associated Companies Email and text system for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Solicitor	Electronically Paper copies may be printed	Subject to no tenancy arrears 1 year after the tenant leaves Otherwise within 1 year of the account being settled
Guarantor Name, Contact Details and any other information	Staff (Bond Housing) Bond Application Form(s)	In person Phone Email	To reference guarantor for suitability as guarantor	Legitimate Interest (to ensure guarantor will	Staff (Bond Housing) Registration App (Bond property	Electronically Paper copies may be printed	6 years after the tenant leaves

provided through any application method	Place Homes Lincoln	Text Messenger WatsApp Online Application	To contact guarantor	be able and willing to meet obligations)	management software) Associated Companies Email and text system		
			Use on Guarantee	Contract Fulfilment	for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Solicitor		
Tenancy conduct information	Staff (Bond Housing) Bond Application Form(s) Place Homes Lincoln	In person In person Phone Email Text Messenger WatsApp	To ensure effective property management To fulfil our role as HMO manager To report criminal activity To supply references (on tenants request)	Legitimate Interest Legal Obligation Consent	Staff (Bond Housing) Registration App (Bond property management software) Associated Companies Email system for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Deposit Scheme Trace Agent Solicitor Accountant Surveyor Insurer Other Advisors Bankers/ Lenders Court Service Local Council Other Joint Tenants Guarantors Other occupiers of the same building Prospective Agent	Electronically Paper copies may be printed	6 years after the tenant leaves

					Police		
Tenancy Agreements	Staff (Bond Housing)	Filed Tenancy	To answer planning	Legitimate interest	Local Council	Electronically	10 years after the
		Agreements	enquiries		Planning Inspectorate	Paper copies may be	tenant leaves
						printed	
Card Details (PAN	Acceptacard /	Online or by Phone	To process card payments	Consent	Staff (Bond Housing)	We do not receive this	We do not receive this
Number, three digit	Worldpay			Contract Fulfilment	do not receive this	information	information
code expiry date etc)					information (PAN		
					Number, three digit		
					code expiry date etc)		
Card address and					Staff (Bond Housing)	Successful applicants 1	Successful applicants 1
							••
name details					may receive the card	year after the tenant	year after the tenant
					address and name details	leaves and Failed applicants within 1	leaves and Failed applicants within 1
						month of failure or drop out	month of failure or drop out

Guarantors Privacy Policy:

SUMMARY OF KEY INFORMATION TO UNDERSTAND WHEN ACTING AS GUARANTOR FOR A TENANT RENTING FROM US

When you sign your guarantee you will be <u>expressly consenting</u> to the use of your personal data for operational management of the guarantee. We may share your personal data with the relevant organisations and individuals set out in column F below. They may also become a data controller in respect of the data. We will continue to be a data controller in respect of the data.

We may share your personal data because we need to in order to supply the service, to comply with the law and to operate our business efficiently and lawfully. Where the provision of data is a statutory requirement, a contractual requirement or a requirement necessary to enter into a contract, a refusal to provide the data (or a withdrawal of consent relating to the data use) may mean that we are unable to provide you with our service (or that we have to cease providing our service).

By providing an email address and/or telephone number (and any other contact information) you are <u>expressly consenting</u> in advance (by expressly opting in) to receive email notifications and/ or sms text alerts and/or telephone calls and/or Messanger messages and or WatsApp messages based on this information for specific purpose set out in column D below and from the relevant organisations and individuals set out in column F below.

Our privacy policy allows us to lawfully share your relevant personal data with (for example) the tenant, any of the other joint tenants at the property, other guarantors and other occupiers of the same property or building if this is necessary for the operational management of the guarantee.

We use Acceptacard and/or Worldpay to process cards payments. You provide information directly to Acceptacard and/or Worldpay. We will share personal information with Acceptacard and/or Worldpay only to the extent necessary for the purposes of processing any payments you make and dealing with charge-backs, refunds, complaints and queries relating to such payments. When you make a payment using these services we do <u>NOT</u> receive details from your card, so we will <u>NOT</u> receive the following PAN Number, three digit code or expiry date. We may receive information confirming the card registered address and name.

In the absence of express consent your data may also be lawfully processed because we have a <u>legitimate interest</u>, because we have a <u>contractual relationship</u> with you and/ or because we have a <u>legal duty</u> to process your data.

The most common ways in which your data may	he lawfully disclosed when acting as a duaranto	r for a tanant ranting from us is as follows:

WHO	REASONS
Advisors, consultants and other professional experts and banks and other financial organizations	We may disclose your relevant details to our solicitors, accountants, surveyors, insurers and any other professional advisors and bankers/lenders in the course of running our business, we would not disclose to any advisor, consultant, expert or bank/ financial organisation who was not subject to rules themselves about confidentiality in respect of both our and your data. The details disclosed will be limited to the extent necessary for us to obtain the advice we need and to comply with any legal obligations we have.
Tenant, other joint tenants, other guarantors and other occupiers of the same property or building.	
Legal obligations	Where we have a legal right or legal duty to disclose the details we may do so, although unless legally prevented from doing so (eg by a court order) we will normally tell you we are doing this, although we do not undertake to do so if we do not believe it to be appropriate In all cases the details disclosed will be limited to the extent necessary for us to comply with any legal obligations we have.

Housing Act, Deposits and Right To Rent	We are required by law to protect tenancy deposits. These legal obligations may al require us to disclose your relevant details. The details disclosed will be limited to the extent necessary for us to comply with any legal obligations we have.
Legal proceedings (possession/ arrears)	If legal proceeding are necessary this will result in relevant details being disclosed to tracing agents, solicitors and the court service

Information held:

The personal data we hold will include the information listed in column A. It may also include other sensitive data concerning health, if relevant.

The data may be collected and processed by those listed in column B (who is collecting it) and column F (who it may be shared with).

How the data is collected is identified in column C.

Note: We may also collect data from or via third parties such as credit referencing companies and referees such as your employer

How we use your data:

Your personal data will be used for the activities in column D.

Your personal data will be processed during and after your tenancy and any subsequent tenancy arranged through us. Our lawful basis for processing your data is set out in column E below and comprises a combination of consent, legitimate interest and contract fulfilment

Recipients of personal data:

It will be necessary for us to process or share all or some of your personal data with a range of individuals, businesses and organisations and these may include those listed in column F.

Where is the data stored:

Your personal data is stored in the way described in column G and the data is always stored within the European Union or outside of the European Union but with an organisation operating under the General Data Protection Regulations.

Retention period and criteria used to determine the retention period:

We will retain your personal data for up to the time defined in column H. If the lawful basis for processing your data was consent then you may withdraw consent at any time, but where we had more than one lawful basis for processing, we may still be able to (or be obliged to) retain the data.

Α	В	С	D	E	F	G	н
INFO HELD	WHO IS COLLECTING	HOW COLLECTED	WHY COLLECTED	LAWFUL PROCESS	WHO SHARED WITH	HOW STORED	DELETION DATE
Name & Contact	Staff (Bond Housing)	In person	To reference	Consent	Staff (Bond Housing)	Electronically	Successful applicants
Details	Bond Application	Phone	guarantor for	Legitimate Interest (to	Registration App	Paper copies may be	6 years after the
	Form(s)	Email	suitability as	ensure guarantor will	(Bond property	printed	tenant leaves and
	Place Homes Lincoln	Text	guarantor	be able and willing to	management		Failed applicants
		Messenger	To contact guarantor	meet obligations)	software)		within 1 year of failure
		WatsApp			Associated Companies		or drop out
		Online Application		Contract Fulfilment	Email system for Bond		
			Use on Guarantee		Housing and for Place		
					Homes Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		
					Solicitor		
					Accountant		
					Surveyor		
					Insurer		
					Other Advisors		
					Bankers/ Lenders		
				Legal Obligation			
			To use on prescribed		Staff (Bond Housing)		
			information (deposit		Registration App		
			scheme if guarantor		(Bond property		
			paid deposit)		management		
			,		software)		
			To use in legal		Associated Companies		
			proceedings		Email system for Bond		
			(possession/arrears)		Housing and for Place		
					Homes Lincoln		
					Cloud Lettings (agent)		
					Lighthouse		
					/Countrywide (agent)		
					Place Homes Lincoln		
					Online Storage		

					Landlord Deposit Scheme Trace Agent Solicitor Accountant Surveyor Insurer Other Advisors Bankers/ Lenders Court Service Tenant Other Joint Tenants Other Guarantors Other occupiers of the same building		
Employment Details	Staff (Bond Housing) Bond Application Form(s) Place Homes Lincoln	In person Phone Email Text Messenger WatsApp Online Application	To reference guarantor for suitability	Consent Legitimate Interest (to ensure guarantor will be able and willing to meet obligations)	Staff (Bond Housing) Registration App (Bond property management software) Associated Companies Email and text system for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Applicant Employer Landlord Solicitor Accountant Surveyor Insurer Other Advisors Bankers/Lenders	Electronically Paper copies may be printed	Subject to no tenancy arrears 1 year after the tenant leaves Otherwise within 1 year of the account being settled
Adverse Credit	Staff (Bond Housing) Bond Application Form(s) Place Homes Lincoln	In person Phone Email Text Messenger WatsApp	To reference guarantor for suitability	Consent Legitimate Interest (to ensure guarantor will be able and is willing to meet obligations)	Staff (Bond Housing) Registration App (Bond property management software) Associated Companies	Electronically Paper copies may be printed	Subject to no tenancy arrears 1 year after the tenant leaves Otherwise within 1 year of the account being settled

		Online Application			Email and text system for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Solicitor		
National Insurance Number Passport Details Other ID (eg copy utility bill)	Staff (Bond Housing) Bond Application Form(s) Place Homes Lincoln	In person Email Online Application	To reference guarantor for suitability Confirm address Confirm identity To assist with pursuing any arrears	Consent Legitimate Interest (to ensure guarantor will be able and is willing to meet obligations)	Staff (Bond Housing) Staff (Sparkhouse office reception) Associated Companies Email and text system for Bond Housing and for Place Homes Lincoln Cloud Lettings (agent) Lighthouse /Countrywide (agent) Place Homes Lincoln Online Storage Landlord Solicitor Accountant	Electronically Paper copies may be printed	Subject to no tenancy arrears 1 year after the tenant leaves Otherwise within 1 year of the account being settled
Card Details (PAN Number, three digit code expiry date etc) Card address and name details	Acceptacard / Worldpay	Online or by Phone	To process card payments	Consent Contract Fulfilment	Staff (Bond Housing) do not receive this information (PAN Number, three digit code expiry date etc) Staff (Bond Housing) may receive the card address and name details	We do not receive this information Successful applicants 1 year after the tenant leaves and Failed applicants within 1 month of failure or drop out	We do not receive this information Successful applicants 1 year after the tenant leaves and Failed applicants within 1 month of failure or drop out

External Landlord Privacy Policy:

SUMMARY OF KEY INFORMATION TO UNDERSTAND WHEN ASKING US TO RENT OR MANAGE YOUR PROPERTY:

When you ask us to rent or manage your property we may share your personal data with the relevant organisations or individuals set out in column F below. They may also become a data controller in respect of the data. We will continue to be a data controller in respect of the data.

We may share your personal data because we need to in order to supply the service, to comply with the law and to operate our business efficiently and lawfully. Where the provision of data is a statutory requirement, a contractual requirement or a requirement necessary to enter into a contract, a refusal to provide the data (or a withdrawal of consent relating to the data use) may mean that we are unable to provide you with our service (or that we have to cease providing our service).

Before providing personal information to us about another person or persons, such as (but not limited to) where there is a joint owner, you must obtain the other person(s) consent to their personal information being disclosed. You must also obtain the other person(s) consent to their personal information being processed in accordance this privacy policy. We are entitled to assume (unless we are advised otherwise in writing) that you have obtained the appropriate consent you require from another person or persons to share information with us in these circumstances.

By providing an email address and/or telephone number (and any other contact information) you are <u>expressly consenting</u> in advance (by expressly opting in) to receive email notifications and/ or sms text alerts and/or telephone calls and/or Messanger messages and or WatsApp messages based on this information for specific purpose set out in column D below and from the relevant organisations and individuals set out in column F below.

Our privacy policy allows us to lawfully share your relevant personal data with (for example) a tenant, guarantor, maintenance contractor, the local council and utility provider and also HM Government (such as HMRC).

In the absence of express consent your data may also be lawfully processed because we have a <u>legitimate interest</u>, because we have a <u>contractual relationship</u> with you and/ or because we have a <u>legal duty</u> to process your data.

Information held:

The personal data we hold will include the information listed in column A. It may also include other sensitive data concerning health, if relevant.

The data may be collected and processed by those listed in column B (who is collecting it) and column F (who it may be shared with).

How the data is collected is identified in column C.

How we use your data:

Your personal data will be used for the activities in column D.

Our lawful basis for processing your data is set out in column E below and comprises a combination of consent and legitimate interest.

Recipients of personal data:

It will be necessary for us to process or share all or some of your personal data with a range of individuals, businesses and organisations and these may include those listed in column F.

Where is the data stored:

Your personal data is stored in the way described in column G and the data is always stored within the European Union or outside of the European Union but with an organisation operating under the General Data Protection Regulations.

Retention period and criteria used to determine the retention period:

We will retain your personal data for up to the time defined in column H. If the lawful basis for processing your data was consent then you may withdraw consent at any time, but where we had more than one lawful basis for processing, we may still be able to (or be obliged to) retain the data.

Α	В	С	D	E	F	G	Н
INFO HELD	WHO IS COLLECTING	HOW COLLECTED	WHY COLLECTED	LAWFUL PROCESS	WHO SHARED WITH	HOW STORED	DELETION DATE
Name & Contact	Staff (Bond Housing)		To arrange a valuation	Consent	Staff (Bond Housing)	Electronically	6 years from the cease
Details	Bond Application			Legitimate Interest	Registration App	Paper copies may be	of management
	Form(s)				(Bond property	printed	
	Place Homes Lincoln				management		
					software)		
					Associated Companies		

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					Email system for Bond	
					Housing and for Place	
					Homes Lincoln	
					Online Storage	
			To complete the terms	Consent	Staff (Bond Housing)	
			of business	Contract fulfilment	Registration App	
					(Bond property	
					management	
					software)	
					Associated Companies	
					Email system for Bond	
					Housing and for Place	
					Homes Lincoln	
					Online Storage	
					Solicitor	
					Accountant	
					Surveyor	
					Other Advisors	
			To fulfil the property	Consent	Staff (Bond Housing)	
			management	Contract fulfilment	Registration App	
					(Bond property	
					management	
					software)	
					Associated Companies	
					Email system for Bond	
					Housing and for Place	
					Homes Lincoln	
					Online Storage	
					Tenants	
					Guarantor	
					Maintenance	
					Contractors	
			Services	Legitimate Interest	Staff (Bond Housing)	
					Registration App	
					(Bond property	
					management	
					software)	
					Associated Companies	
					Email system for Bond	
					Housing and for Place	
					Homes Lincoln	
					Online Storage	
					Local Council	
					Utility Providers	
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			To use on prescribed	Legal Obligation	Staff (Bond Housing)	
			information		Registration App	
					(Bond property	
					management	
					software)	
					Associated Companies	
					Email system for Bond	
					Housing and for Place	
					Homes Lincoln	
					Online Storage	
					Deposit Scheme	
			To use on the tenents.	Contract fulfilment		
			To use on the tenancy	Contract fulfilment	Staff (Bond Housing)	
			agreement		Registration App	
					(Bond property	
					management	
					software)	
					Associated Companies	
					Email system for Bond	
					Housing and for Place	
					Homes Lincoln	
					Online Storage	
					Solicitor	
					Accountant	
					Surveyor	
					Other Advisors	
					Tenant	
					Guarantor	
		-	To use on the	Contract fulfilment	Staff (Bond Housing)	
			guarantor agreement		Registration App	
			guaranter agreement		(Bond property	
					management	
					software)	
					Associated Companies	
					Email system for Bond	
					Housing and for Place	
					Homes Lincoln	
					Online Storage	
					Solicitor	
					Accountant	
					Surveyor	
					Other Advisors	
					Guarantor	
			If legal action is	Legal Obligation	Staff (Bond Housing)	
			needed e.g.		Registration App	
			ŭ		(Bond property	
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		possession claim or		management		
		property sale		software)		
				Associated Companies		
				Email system for Bond		
				Housing and for Place		
				Homes Lincoln		
				Online Storage		
				Court Service		
				Solicitor		
				Accountant		
				Surveyor		
				Other Advisors		
Bank Details	Staff (Bond Housing)	To remit rental income	Contract fulfilment	Staff (Bond Housing)	Electronically	6 years from the cease
	Bond Application			Registration App	Paper copies may be	of management
	Form(s)			(Bond property	printed	
	Place Homes Lincoln			management	P	
				software)		
				Associated Companies		
				Email system for Bond		
				Housing and for Place		
				Homes Lincoln		
				Online Storage		
				Bankers		
ID	Staff (Bond Housing)	Confirm identity	Legal Obligation	Staff (Bond Housing)	Electronically	6 years from the cease
ID		Comminidentity	Legal Obligation			
	Bond Application			Registration App	Paper copies may be	of management
	Form(s)			(Bond property	printed	
	Place Homes Lincoln			management		
				software)		
				Associated Companies		
				Email system for Bond		
				Housing and for Place		
				Homes Lincoln		
				Online Storage		
Proof of Address	Staff (Bond Housing)	Confirm address	Legal Obligation	Staff (Bond Housing)	Electronically	6 years from the cease
	Bond Application			Registration App	Paper copies may be	of management
	Form(s)			(Bond property	printed	
	Place Homes Lincoln			management		
				software)		
				Associated Companies		
				Email system for Bond		
				Housing and for Place		
				Homes Lincoln		
				Online Storage		
Record of rent	Staff (Bond Housing)	Compliance	Legal obligation	Staff (Bond Housing)	Electronically	6 years from the cease

and payments made	Bond Application		(Bond property	Paper copies may be	
to Landlord	Form(s)		management	printed	
	Place Homes Lincoln		software)		
	Go Cardless		Associated Companies		
	Acceptacard		Email system for Bond		
	Bankers		Housing and for Place		
			Homes Lincoln		
			Online Storage		
			HM Government		

Website Privacy Policy:

Our privacy policy sets out how we will treat the personal information of visitors to any of our websites.

By using any of our websites you agree to our privacy policy.

What personal information do we collect via our website(s):

We may collect, store and use the following kinds of personal information from existing, previous and prospective tenants and guarantors (and other web site visitors) using our websites:

1. Information about your computer and about your visits to and use of any of our websites (including your IP address, geographical location, browser type and version, operating system type and version, referral source, length of visit, page views and website navigation paths);

2. Information relating to any transactions carried out between you and us on and/or in relation to any of our websites;

3. Information that you provide to us for the purpose of <u>registering your details</u> with us including (but not limited to) our automated booking systems and our automated payment processing systems;

4. Information that you provide to us for the purpose of <u>using services</u> available from us through any of our websites (and/or other services available from us);

5. Information that you provide to us to enable us to process a <u>request for more information</u> about a property, a request to view a property (including requests submitted through our automated booking systems), an application to rent a property and/or the actual renting of a property from us;

6. Any other information that you choose to provide to us.

How we use your personal information:

Your personal information will be used for the purposes specified in this privacy policy.

- This may include using your personal information collected via our website(s) to:
- 1. Administer our websites;
- 2. Improve your browsing experience by personalising our websites;
- 3. Enable your use of the <u>service(s) available</u> on our websites;
- 4. Supply to you the service(s) arranged via our websites;

5. Communicate with you in connection with a <u>request for more information</u> about a property, a request to view a property (including requests submitted through our automated booking systems), an application to rent a property and/or the actual renting of a property from us;

6. Communicate with you generally in connection with <u>information</u> about properties available to rent from us;

- 7. Send you general (non-marketing) commercial communications;
- 8. Send you statements and invoices, and collect payments from you;
- 9. Deal with enquiries and complaints made by or about you relating to our websites;

10. Provide to third parties statistical information about our users (this information will not be used to identify any individual user).

Disclosing your personal information:

Your personal information may be disclosed for the purposes specified in (and to the relevant organisations and individuals specified in) this privacy policy insofar as is reasonably necessary for the purposes as set out in this privacy policy.

International transfer of your personal information:

Personal information which we collect may be **stored and/or processed** in and/or **transferred** between any of the countries in which we (and/or our suppliers and/or our subcontractors) operate in order to enable us to **use** the personal information in accordance with this privacy policy. Personal information which you provide is always stored within the European Union or outside of the European Union but with an organisation operating under the General Data Protection Regulations.

Security of your personal information:

We cannot guarantee the security of data sent over the internet however we will take reasonable precautions to prevent the loss, misuse and/or alteration of your personal information and we will store all the personal information you provide to us on secure servers.

Electronic payment transactions and the submission of personal data on registration forms in relation to any of our websites will be encrypted using SSL technology.

Third Party Websites:

Our websites contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

Cookies and your privacy:

Our websites use cookies. By using any of our websites you consent to our use of cookies as set out in our privacy policy.

What are cookies:

Cookies are small files containing unique identifiers that are sent by web servers to web browsers and which may then be sent back to the web server each time the web browser requests a page from the web server. Cookies can be used by web servers to identity and track users as they navigate different pages on a website and to identify users returning to a website.

Cookies may be either persistent cookies or session cookies. A persistent cookie consists of a text file sent by a web server to a web browser which will be stored by the web browser and will remain valid until its set expiry date (unless deleted by the user before the expiry date). A session cookie will simply expire at the end of the user session when the web browser is closed.

Our cookies:

We use both session cookies and persistent cookies on our websites.

Cookies do not contain any information that personally identifies you, but personal information that we store about you may be linked by us to the information stored in and obtained from cookies.

We may use the information we obtain from our cookies for any of the following purposes:

- 1 To recognise your computer when you visit our websites;
- 2 To track you as you navigate our websites;
- 3 To enable the use of the some of the features on our websites;
- 4 To improve the usability of our websites;
- 5 To analyse the use of our websites;
- 6 To administer our websites;
- 7 To prevent fraud and improve the security of our websites;
- 8 To personalise our websites for you.

Third party cookies:

When you use our websites, you may also be sent third party cookies. We presently use Google Analytics to analyse the use of our websites. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our websites is used to create reports about the use of the websites. Google will store this information.

Blocking and deleting cookies:

Most browsers allow you to refuse to accept (block) cookies. Blocking cookies will have a negative impact upon the usability of many websites. If you block cookies, you will not be able to use some of the features of our websites.

You can also delete cookies already stored on your computer. Deleting cookies will have a negative impact upon the usability of many websites. If you delete cookies, you will not be able to use some of the features of our websites.

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