

A: Privacy Notice for Students using LettingsBU services

This notice explains how we will use and share the personal data which you provide to us when you ask LettingsBU to provide services to you or enter into an accommodation arrangement with or through us.

We process personal data in accordance with the Data Protection legislation, and further information about the legal basis of our processing is provided below. LettingsBU is part of Bournemouth University (BU), and Bournemouth University is the data controller of the personal data you provide to LettingsBU.

We will hold information about you including your name, student ID number, date of birth, address and other contact details, banking details and accommodation preference. This information is held within our records for the purposes of providing our services, including:

- Communicating with you about delivery of our services
- Providing services to you, including matching you to suitable properties, introducing you to landlords/property owners, making arrangements for tenancies/occupation agreements and (if instructed by the property owner to do so) managing any LettingsBU property in which you live;
- Collecting payments from you; and
- Entering into and managing agreements with you.

We will retain this information within a file relating to the relevant property for a period of up to four years after the end of the tenancy which we arrange for you. This is to enable us to enforce any debts or other provisions in our agreement with you, for audit purposes and to enable us to give references for tenants.

If you agree to occupy a property for which we are providing a tenant find service (i.e. the property is not managed by LettingsBU), your name and contact details will be shared with the property owner, so that they can conclude a tenancy agreement with you and manage the tenancy.

If you agree to occupy a property for which we are providing a full management service or our Unilet service, we will not need to share your name or other details about you with the property owner, but we will usually share the details of your property and your name and contact details with utility companies, to ensure that utility billing processes can be smoothly transferred at the beginning and end of tenancy periods (this includes collection of any payments outstanding at the end of your tenancy period).

If you have a disability or health condition relevant to your accommodation needs and you have provided us with any information about this, we will keep this information confidential and only process it as necessary to provide information or assistance you need to determine the suitability of a property.

With your agreement, we will use your contact details to send you marketing information about using our services again in the future. We will only do this if you are already using or have previously used our services, and have not opted out of receiving these communications.

We provide references for you for use by other property agents or landlords only on request and where the recipient confirms that you have provided consent for this sharing of information.

Legal basis of processing

The legal basis of the processing described in this notice is that:

- it is necessary for the performance of a contract to which you are a party or in order to take steps at your request prior to entering into a contract (GDPR Article 6.1(b)); or
- it is necessary for the purposes of legitimate interests pursued by LettingsBU, i.e. the efficient and appropriate management of your accommodation arrangements and any property which you agree through us to occupy, and protection of BU's financial position under our agreement with you; or
- in the case of any information about disabilities or health conditions, that you have explicitly consented to the processing of this information for the purposes of providing our services to you. By providing the information to us you will be taken as having indicated your consent. You can withdraw this consent at any time, but this may affect our ability to provide relevant information and assistance to you

Further information

You can withdraw consent to marketing communications or change your contact preferences at any time by emailing lettingsbu@bournemouth.ac.uk. Please use the same email address if you have registered on our website to receive information about properties but wish to stop receiving these communications.

As a data subject you have a number of rights under the Data Protection legislation. These include the right to request access to and information about the personal data we are processing which relates to you, and the right to request that we rectify, erase or cease processing of your personal data (subject to certain exceptions). If you wish to make such a request, please contact our Information Office on dpo@bournemouth.ac.uk or Information Office, Melbury House, 1-3 Oxford Road, Bournemouth BH8 8ES.

If you have any questions or concerns about our processing of your personal data please contact our Data Protection Officer on dpo@bournemouth.ac.uk.

You have the right to complain to the Information Commissioner about our processing of your personal data (www.ico.org.uk).