

Personal Data Privacy Notice

Drafting note: This document is intended to be edited by you to reflect your circumstances. The sections indicated by # and square brackets should be personalised. Once you are content that the document meets your needs delete the coloured annotations and save it to your personal computer.

This notice explains what information I/we collect, when I/we collect it and how I/we use this. During the course of our activities, I/we will process personal data (which may be held on paper, electronically, or otherwise) about you and I/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 I/we will handle your information.

Who am I?

We at My House Online Ltd take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

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

Our Data Protection Officer is Inna Melnyk.

Any questions relating to this notice and our privacy practices should be sent to Inna Melnyk
office@myhouseonline.co.uk

How We collect information from you and what information I collect

We collect information about you:

- From your application for accommodation
- Facebook direct messaging
- Email correspondence
- Tenant/buyer/seller applications
- Phone conversations

We collect the following information about you:

- Prospective tenants and/or guarantor names, email address, date of birth, address (including any previous addresses, relationship to other prospective tenants, 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);
- 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 of the tenant and prospective tenants, including account number and sort code, and any hire purchase/loan agreements/credit cards or store cards that you have; and
- Any welfare benefits that you may be eligible for, or are currently on.

Why We need this information about you and how it will be used

I/ 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 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 me/us will be treated by me as confidential and will be processed only by any third party, acting on my behalf, within and outside of the UK/EEA.

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 I/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, including 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.

Unless required to do so by law, I/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

The data that we collect from you will be transferred to, and stored at, a destination within the European Economic Area ("EEA"). Your data will be processed by staff operating outside the EEA who work for us or for one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of services to you. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

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, including the following:

- a decision by the Commission that the third country has adequate safeguards or details of appropriate security provisions in place.

Security

When you give me/us information we take steps to make sure that your personal information is kept secure and safe.

- Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 2 is in addition to, and does not relieve, remove or replace, a party's obligations under the Data Protection Legislation.
- Without prejudice to the generality of clause 2.1, you will ensure that you have all necessary appropriate consents and notices in place to enable lawful transfer of personal data to My House Online for the duration and purposes of this agreement.
- You consent to My House Online appointing Pentagram who are based outside of the EU as a third-party processor of personal data under this agreement.
- My House Online may, at any time on not less than 30 days' notice to you, vary this clause 2 by replacing it with any applicable standard clauses or similar terms forming part of an applicable certification scheme.
- My House Online's privacy and security policies may be viewed at <http://www.myhouseonline.co.uk/privacy> . By entering into these terms and conditions, you hereby acknowledge that you have read and understood the contents of our Privacy Policy and agree to the terms contained therein. My House Online reserves the right to modify its privacy and security policies in its reasonable discretion from time to time. Individual users, when they initially log in, will be asked whether or not they wish to receive marketing and other non-critical Service-related communications from My House Online from time to time. They may opt out of receiving such communications at that time or at any subsequent time by emailing My House Online will not have the option of opting out unless they terminate their Software License with My House Online. Note that because the Service is a hosted, online application, My House Online occasionally may need to notify all users of the Service (whether or not they have opted out as described above) of important announcements regarding the operation of the Service.
- You agree to indemnify and keep indemnified My House Online against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by My House Online arising out of or in connection with your failure to comply with the Data Protection Legislation.
- How long we will keep your information

We review my 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 I have with you.

Our full retention schedule is available by request on contacting office@myhouseonline.co.uk

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by me/ us in my records;
- require me/ us to correct any inaccuracies in your information;
- make a request to me/ us to delete what personal data of yours I/ 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 office@myhouseonline.co.uk

Should you wish to complain about the use of your information, we would ask that you contact 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
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Wales

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH

Telephone: 029 2067 8400
Email: wales@ico.org.uk

Northern Ireland:

Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk

The accuracy of your information is important to me - please help us keep our records updated by informing us of any changes to your email address and other contact details.