

## PRIVACY POLICY

Futurelets Ltd is committed to ensuring that your privacy is protected in accordance with the law, and all personal information shall be held and used in accordance with the Data Protection Act 1998 further details of which are available from the Information Commissioner's website [www.ico.gov.uk](http://www.ico.gov.uk).

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request will be subject to a statutory fee of £10 to meet our costs in providing you with details of the information Coventry University Group hold about you. Questions, comments or requests about your personal data can be sent to [Enquires.IPU@coventry.ac.uk](mailto:Enquires.IPU@coventry.ac.uk)

### **The information we collect and how we use it.**

When you enquire or register for services provided by Futurelets Ltd you will provide us with certain personal information. This information may be provided online through our website, by telephone, by electronic communications or via direct contact with our employees. This information will be stored on our computer systems and in our manual records. We will not sell or rent this information to anyone.

We will use your information to respond to you regarding the reason you contacted us. Other guidance on how a tenant's information may or may not be used are published on the ICO website at page: <https://ico.org.uk/for-the-public/housing/landlords/>

We will not share your information with any third party outside of our organisation other than as necessary to fulfil our business service as requested by you or to meet statutory obligations. For example, in registering a tenant deposit we will share some tenant information with the The Deposit Protection Service [depositprotection.com](http://depositprotection.com).

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. The access to and use of the information that we collect is restricted to our employees who need the information to perform a specific job role or activity. Where information is shared with third parties (e.g. The Deposit Protection Service) in line with this policy responsible measures are used to protect your information.

Your information will be held and processed on computers within the UK and we will not transfer any of your personal data outside of EU.

You can also withdraw your consent for your data to be held by Futurelets at any time by contacting Futurelets at [enquiries@futurelets.co.uk](mailto:enquiries@futurelets.co.uk). Please be advised that by withdrawing your consent FutureLets will be unable to process your application for accommodation.

We will retain your information for a reasonable period or for as long as is required by law.