

Privacy Policy – LetSU

This Policy applies between you, the Service User and UHSU Solutions (commercially known as LetSU). This Policy applies to our use of any and all Data collected by us in relation to your use of UHSU Solutions services and processes. This Policy has been updated since GDPR came into effect on 25th May 2018.

Our staff and those working for our agents and contractors maintain a responsibility to keep your information confidential and will only use it to offer relevant products and services related to your enquiry.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“you” or “individual” means anybody who uses UHSU Solutions services or inquiries about UHSU Solutions

“We” or “our” refers to UHSU Solutions which is known as LetSU.

“Account” means collectively the personal information, Payment Information and credentials used by Users to access Material and / or any communications system used by UHSU Solutions.

“Cookie” means a small text file placed on your computer by UHSU Solutions when you visit certain parts of their website. This allows us to identify recurring visitors and to analyse their browsing habits within the website. Further details are contained in Clause 10 of this Policy;

“Data” or “your information” means collectively all information that you submit to UHSU Solutions. This includes, but is not limited to, Account details and information submitted using any of our Services or Systems;

“UHSU Solutions” means the company UHSU Solutions which is known as LetSU;

“Service” means collectively any facilities, tools, services or information that UHSU Solutions makes available to you either now or in the future;

“System” means any online communications infrastructure that UHSU Solutions use either now or in the future. This includes, but is not limited to, web-based email, message boards, property advertisement and email links;

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“User” / “Users” means any third party that has access to information held by UHSU Solutions and is not employed by UHSU Solutions and acting in the course of their employment.

2. Data Collected

What personal data we collect about you?

Information you give us: We will collect the information that you give to us when using our website or directly contacting UHSU Solutions. If you choose to fill in a contact form on the website, you may be asked to provide information about yourself, such as your name and contact details. We will also collect information that you provide to us by corresponding with us by phone, e-mail or otherwise. This will be used to conduct the services you have registered interest for whether it be an enquiry or request e.g. to view a property.

Information we receive about you from third parties: We may receive information about you if you use any other websites we are named on or the other services we provide. In this case we will have informed you, when we collected that data, that it may be shared internally and combined with data collected on this Site. We are also working closely with third parties (including, for example, social media platforms, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers and credit reference agencies) and may receive information about you from them.

3. What we do with your personal data?

Main Uses of Your Data

This section of the Policy describes the things that we do with your data, which relate directly to your use of the website and our services. Any personal Data you submit will be retained by UHSU Solutions. Data that you may submit through any communications system that we may provide may also be retained. All personal Data is stored securely in accordance with the principles of the Data Protection Act 1998 and GDPR.

We will use your information:

- to provide the services available on our website to you;

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- to contact you for your views on our services and to notify you occasionally about important changes to our Terms of Use or this Policy or developments to this website or our services; and
- to deliver relevant advertising to you if you have shown interest in either UHSU Solutions or our services within the last 12 months.
- internal record keeping;
- improvement of our products / services;

3.1 Unless we are obliged or permitted by law to do so (such as to HMRC and our Financial Team within UHSU Enterprises), and subject to Clause 4, your Data will not be disclosed to third parties.

4. Third Party Web Sites and Services

UHSU Solutions may, from time to time, employ the services of other parties for dealing with matters that may include, but are not limited to, property repairs, delivery of purchased items, and utility companies. Any Data used by such parties is used only to the extent required by them to perform the services that UHSU Solutions requests. Any use for other purposes is strictly prohibited. Furthermore, any Data that is processed by third parties must be processed within the terms of this Policy and in accordance with the Data Protection Act 1998 and GDPR regulations.

We will not pass your information to anyone who is not also subject to adequate privacy commitments in our contract with them and we will not allow the third party to use your information for marketing purposes without your prior consent.

5. Who has access to your personal data?

We retain access to all personal information that we have collected from you or about you either throughout your use of services offered by UHSU Solutions or for as long as is reasonable and necessary and no longer than permitted by law. This will be for 12 months. (this gives UHSU Solutions a chance to contact you before the next renting period)

Once your information is in our possession, will be responsible for that information and that information will be subject to any privacy terms or policies that we have in place.

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If our business is sold or merged, or if we sell or buy any business or assets, we may disclose your personal data to the prospective seller or buyer of such business or assets. We will make sure that any such transfer is done in a secure way.

We will not otherwise disclose, sell or distribute your information to any third party without your permission unless we are required to do so by law or to obtain professional advice or any other reasoning under GDPR. We will retain your information for as long as is reasonable and necessary and no longer than permitted by law. See Clause 3.1.

6. Where do we store your Personal Information?

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“**EEA**”). It may also be processed by staff operating outside the EEA who work for us, tenancy guarantors or for one of our suppliers or contractors. Territories outside of the EEA may not have equivalent legal protections to those that apply within the EEA but we are under a duty to make sure that our suppliers, tenancy guarantors and contractors located outside of the EEA continue to take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy. By submitting your personal data to us, you agree to this transfer, storing or processing information to provide our services. We will always advise if we are to do this.

UHSU Solutions record all enquiries on CFP (a system developed for Letting Agents). The information stored on this system is for the sole use of UHSU Solutions and the UHSU Enterprise Financial Team. Your personal information will not be passed on to any organisation (other than those mentioned due to Clause 3.1 or 4). The computers that store the information are kept in a secure facility with restricted physical access and we use secure firewalls and other measures to restrict electronic access. If we are working with third parties, we will require them to have in place similar measures to protect your information.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We follow strict security procedures to ensure that your personal information is not damaged, destroyed or disclosed to a third party without your permission and to

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prevent unauthorised access to it. Only employees who need access to your information to perform a specific job are granted access to personally identifiable information. We may require you to co-operate with our security checks before we disclose information to you.

7. Your rights

You have the right to ask us not to process your personal data at any time.

You have the right to use our website without consenting to marketing and communication services that we provide. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by ticking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contact us via email at studenthousing@hertfordshire.su or in writing to LetSU, Hertfordshire Students Union, College Lane, Hatfield, AL10 9AB

The Data Protection Act 1998 (DPA) and GDPR legislation gives you the right to access information held about you. Your right of access can be exercised in accordance with the DPA.

8. Accessing your own Data

The Data Protection Act 1998 (DPA) and GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with the DPA.

You may contact UHSU Solutions to access your Account at any time to view or amend the Data. You may need to modify or update your Data if your circumstances change. Additional Data as to your marketing preferences may also be stored and you may change this at any time.

9. Security

Data security is of great importance to UHSU Solutions and to protect your Data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure Data collected online.

10. Cookies

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10.1 The UHSU Solutions website (letsu.co.uk) may set and access first-party Cookies on your computer. Cookies that may be placed on your computer are detailed in Schedule 1 to this Policy. These Cookies are integral to the services provided by UHSU Solutions to you.

10.2 You can choose to enable or disable Cookies in your web browser. By default, your browser will accept Cookies, however this can be altered. For further details please consult the help menu in your browser. Disabling Cookies may prevent you from using the full range of Services available on the website.

10.3 You may delete Cookies, however you may lose any information that enables you to access the website more quickly.

11. Changes to this Policy

UHSU Solutions reserves the right to change this Privacy Policy as we may deem necessary from time to time or as may be required by law. Any changes we may make to this Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to this Policy.

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EXPLANATION

APPLICATION

The Right to be Informed

Organisations should be transparent over how personal data is used.

This is explained within this policy

The Right of Access

Individuals have the right to be given a free copy of the personal data that an organization holds for them, upon request.

You can request a copy of your personal data by e-mailing the UHSU Solutions Manager.

The Right of Rectification

Individuals have the right to suggest corrections to the personal data that an organization holds for them, if there any are inaccuracies.

If it becomes clear that there are inaccuracies within our case information, we will correct them at the soonest possible convenience (at least within one month of a request).

The Right to Erasure (also known as 'the Right to be Forgotten')

Individuals can request the deletion or removal of personal data where there is no compelling reason for its continued processing.

You can choose to either be deleted or archived. The UHSU Solutions Manger can do this upon request. We cannot legally delete certain records e.g. for HRMC purposes.

The Right to Restrict Processing

Individuals have a right to 'block' or suppress processing of personal data.

You could ask that, following the completion of you services to have certain information removed from our systems.

The Right to Data Portability

Individuals can obtain and reuse their personal data for their own purposes across different services.

This can be considered upon request.

The Right to Object

Individuals have the right to object to the processing of their personal data, the use of their personal data for marketing purposes or the processing of their data for statistics.

Personal data within UHSU Solutions is not shared with third parties for marketing purposes. If Individuals do not want their data to be processed for statistics, we would need to remove their data from CFP –this can be done by the Manager of UHSU Solutions.

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Rights Related to
Automated Decision
Making (including profiling)

The GDPR provides safeguards for individuals against the risk that a potentially damaging decision is taken without human intervention.

The only automated decision making or profiling that take place at UHSU Solutions are Credit Checks and potential referencing. We will advise you and update this policy if it changes.

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