



**UNIVERSITY
OF LONDON**

**INTERCOLLEGIATE
HALLS**

Halls Tenant Privacy Notice

UNIVERSITY OF LONDON
Intercollegiate Halls of Residence

During the application process and throughout your stay in halls you will be asked to provide some personal information for our records. The statement below explains how the University will process this data. You will find data protection referred to in your tenancy agreement.

Each Intercollegiate Hall reserves a small proportion of its bed spaces for returning students – with a fixed number of different room types reserved. It is not possible to guarantee a particular room type or location to any individual student.

The data we collect

In order for us to manage your licence/tenancy we will need to process your personal data as part of your use of our service. The data we will collect from you include, and is not limited to the following:

- your personal details for example full name, personal and academic contact details
- your out of term address
- information about your course of study and institution
- your disability status and/or any other relevant medical condition (where relevant to your housing needs)
- originals and/or copies of evidence documentation, as relevant and necessary in order to deliver our services for you
- financial / payment information
- login credentials for accessing our wi-fi networks and ICT facilities

What we do with your data

The University processes the information for the following purposes:

- Managing your licence/tenancy agreement, including application, termination and disputes
- Supporting your welfare as part of our pastoral duty of care
- Verifying your student status and other relevant information with your University or College
- Carry out reporting and analysis on our tenants to check and monitor our outcomes
- Contacting you regarding other University services (you will be able to unsubscribe if you wish)
- Manage your access to our wi-fi network and ICT facilities in accordance with the Acceptable Use policy

The legal basis we use to process your data

The University has to have a legal basis for processing your data and relies on the following approach:

- Collecting the data is necessary for the performance of your contract with us as a tenant
- Where you access certain optional services we will ask for your consent
- The University may process your data where necessary for compliance with a legal obligation arising from Housing Act 1988, Landlord and Tenant Act 1987 and Protection from Eviction Act 1977, which are all referred to in the Licence/Tenancy Agreement
- Where you provide 'special category' data such as that related to your health or ethnicity we will obtain your explicit consent in giving us the information
- Where you provide equality and diversity information we will ask for your explicit consent and use it for statistical purposes in the public interest as part of our duties to monitor equalities information
- If in a medical emergency where you cannot give consent and we need to provide your data to a doctor or other medical services we will do this in regard to your vital interests

How long we keep your data for

Your data will be stored for the duration of your licence/tenancy. After you cease your agreement we will take the following approach:

- Your tenant file will be retained for 6 years
- If you have outstanding debts or disputes with University regarding the agreement, we will retain your data as appropriate to recovering the debts or resolving the disputes
- We will retain other data collected on you for appropriate periods based on risk and necessity

Sharing your data with third parties

To fulfil our services defined above we will need, where appropriate, to share relevant data with third parties. By signing your tenancy agreement you are authorising the University to share data with the following, as appropriate:

- the college or university you are registered with



- parents, guardians or contacts nominated on the Finance Consent Form if a payment or guarantor issue concerns them
- local authorities
- debt collection agencies
- our suppliers (ex. contractors for property maintenance or surveyors)

The University may use an external contractor or 'data processor' to store or manage its data. The University contracts with StarRez to manage its tenant data. StarRez will process this data only for purposes specified by the University and will be bound by contract to meeting the University's obligations under the UK General Data Protection Regulation. Where data is passed outside the UK or EEA, the University will take the relevant steps to ensure there is adequate protection in place. Your personal data will not be passed to any other third party without your consent, except where the University is required to do so by law.

Health Assured Student Assistance Line

The Health Assured Student Assistance Line is a separate service offered to residents living in the University of London Intercollegiate Halls. Health Assured provides a confidential service and the information you discuss with their helpline support workers is not routinely provided to the University unless your health, wellbeing or welfare is judged to be at imminent risk. In these circumstances and where the support worker thinks you need additional support, they will seek your consent to share your name and information about their concerns with the Residential Life team so that they can provide you with further help. In some circumstances where you are not able to provide consent or where you refuse consent, Health Assured may still decide to share relevant information with the University where it is necessary to protect your or another person's vital interests.

Your rights

You have a number of rights under the UK General Data Protection Regulation, such as the right of access to your data (the 'Subject Access Right'). For more information please see the University's Data Protection page at the following link: <https://london.ac.uk/about-us/how-university-run/policies/data-protection-policy>

Finding out more

You can find out more at the University's Data Protection page at the following link: <https://london.ac.uk/about-us/how-university-run/policies/data-protection-policy>