



Privacy Policy Rentstart (UK) Ltd

Our commitment to your privacy

This policy explains the ways in which Rentstart (UK) Ltd collects personal information about you when you contact us and how we may use that information.

Rest assured that we will never sell or swap your personal data and will only share it with organisations with whom we work where it is necessary and third parties for internal research purposes (for example with landlords if we are helping you to secure a home, with an event organiser if you have signed up for an event and we need to let them know you are coming, or for internal research purposes in order to improve our services). We will only share your data in this way if your privacy and security can be guaranteed.

If you want to obtain a copy of the personal information we hold on you or ask us to update or correct any information please call us on 01372 477 167 or email liz.belok@rentstart.org

Personal and Sensitive Information we collect

The information we collect depends on why you have approached us.

If you have come to us for help with your housing situation we will need to collect:

Your full contact details (first name, surname, date of birth, gender, title, current address (if applicable), email address, telephone number) and information on where you are living now. We will hold a full interview with you if you would like us to support you and will need to ask for some sensitive information, for example about your health or any criminal convictions. You will be asked to sign a form when we collect this information to tell us that you are happy for us to have this information which we will store securely. You are able to decline answering any question that you do not wish to answer, but this may limit us in the support we are then able to provide to you.

If you become a Rentstart tenant in one of our properties, we will need your bank account details in order for to pay your rent.

If you have approached us to give support via fundraising or volunteering:

We will collect your full contact details to enable us to stay in touch with you. You will need to tell us how you would like to be contacted, and may request that we do not contact you at all.

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If you are **taking part in an event** we may need to pass your details to event organisers so that they can prepare for you taking part in the event. We will tell you if we are sharing this information, and who with.

If you have **given us a donation** via credit or debit card, this is handled by our suppliers Just Giving and SumUp. We do not hold any of this financial information ourselves.

If you are a **volunteer** for us or you work for another organisation which is running an event with us then we may collect extra information about you (e.g. references, criminal records checks, details of emergency contacts and medical conditions) this is to ensure your safety and that of other participants.

How do we use your information?

We only use your personal data with your consent or where it is necessary to:

- Enter into or perform a contract or service for you
- Comply with a legal duty
- Administer our relationship with you
- Conduct internal research on homelessness in order to improve our services

We shall only use personal information for the purposes for which it was collected.

Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting you.

Marketing

We may use your personal information to contact you with information about Rentstart, our services, events or news. We will specifically check if you are happy to be contacted via post / telephone or email and if so how frequently you are happy to be contacted or whether you only wish to receive certain types of message. We will only contact you if you have given your permission for us to do so. If you do not wish at any time to be contacted by Rentstart you may inform us by email at liz.belok@rentstart.org

Administration

We use personal data for administrative purposes in connection with our charitable purposes:

- providing tenancies and support services to clients who are homeless
- maintaining confidential databases of our tenants, volunteers and supporters
- performing our obligations under contracts with donors or third party service providers

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- fulfilling orders for goods or services
- helping us respect your choices and preferences
- disclosing information which may be required by law.

Internal Research (including market research) purposes

We may analyse the personal information we collect about you for the purpose of understanding homelessness or to understand our supporters and volunteers or to determine the success of a campaign or appeal. We will anonymise this research data so that it cannot be linked to any particular person.

Cookies on our website

The Rentstart website may use cookies to find out how people use our website in order to make improvements. Cookies are small text files which are placed on your hard drive to store information but do not have access to or use any personally identifiable information.

Links to other sites

Our website contains hyperlinks to websites which may interest to you. We are not responsible for the content/functionality of external websites who are responsible for their own privacy practices.

Data Security

Rentstart uses a number of mechanisms to protect the security and integrity of your personal information. However, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk. We take all reasonable steps and precautions required by law to protect personal information in our possession from misuse and loss and from unauthorised access, modification or disclosure.

International Transfers

We do not transfer your data outside the UK.

Data Protection We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and

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whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Contacting us and keeping you in control

You have the right to remain in control of your personal data through

- written confirmation on whether or not we hold your personal data and if we do to obtain a copy of the information we hold (a subject access request)
- the right to have your data erased (although this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- the right to have inaccurate data rectified.

You may request a copy of your personal information. Please write to belok@rentstart.org at Rentstart via our office address providing us with sufficient information to verify your identity. It will help us to respond quickly if you can indicate why you think we hold personal information about you. We shall try and respond to your satisfaction but there may be situations where we are unable to do so and we shall tell you why.

Correcting your details

If you wish us to correct or update your personal information, please email us at liz.belok@rentstart.org

Complaints

You can complain to our Privacy Compliance Officer on liz.belok@rentstart.org if you are not satisfied with our response to any of your queries or your subject access request.

Request to stop future contact

If you do not want to be contacted in future by Rentstart please email us at liz.belok@rentstart.org giving us sufficient information to identify you and remove you from our records.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to ensure it remains up to date and accurately reflect how and why we use your personal data. The current version of our Privacy Policy will always be posted on our website.

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