

1. PRIVACY POLICY & DATA PROTECTION STATEMENT

- 1.1. Urban Sleep Ltd are bound by the Data Protection Act 1998, GDPR regulations and other laws that impose specific obligations in regards to handling personal information that directly or indirectly identifies a person.
- 1.2. Urban Sleep Ltd is committed to protecting the privacy of personal information. The policy supports the need to collect information and the right of individual to privacy.
- 1.3. Urban Sleep Ltd can collect personal information while recognising the right of individuals to have their information handled in ways that they would reasonably expect and in ways that protect the privacy of their personal data.
- 1.4. Urban Sleep Ltd use your personal information for responding to your enquiries, providing services to you and managing our relationship with you. Urban Sleep Ltd will also use the information to:
 - 1.4.1. Notify you of changes we are considering or planning to make and any alterations to our operations schedules and to our processes.
 - 1.4.2. Help us improve our services and carry out our Landlord obligations stated in this Tenancy Agreement
 - 1.4.3. Inform you about our services and those provided on our behalf by 3rd parties which includes but is not limited to contractors, subcontractors, consultants and other parties employed or contracted by us
 - 1.4.4. Contact you about services and facilities available from Urban Sleep and associated 3rd parties
- 1.5. Access to your information will normally be limited to the Landlord. However, there may be occasions when Urban Sleep Ltd disclose your details to partnering agencies.
- 1.6. By accepting these Terms & Conditions, you consent to Urban Sleep Ltd referring you to another service, or 3rd party for activities that require us to share your contact and background information with the organisation that provides the service. Examples of this include but are not limited to providing your details to designated utility, data, communications providers, local authorities, our maintenance, security and emergency response suppliers, insurance companies.
- 1.7. Urban Sleep Ltd will share specific and relevant information with law enforcement and government agencies or public bodies where we are legally required to do so. Examples may include:
 - 1.7.1. The prevention or detection of crime and fraud
 - 1.7.2. The apprehension or prosecution of offenders
 - 1.7.3. The assessment or collection of tax or duty owed to customs and excise
 - 1.7.4. Sharing in connection with legal proceedings
 - 1.7.5. Sharing in relation to the physical or mental health of an individual, where disclosure is required to protect them or others from serious harm
 - 1.7.6. Research and statistical purposes
- 1.8. We may also share your information with emergency services and local authorities, where this is necessary to help them respond to an emergency situation that affects you.

- 1.9. Urban Sleep Ltd may share your personal information with our suppliers who enable us to provide services to you, or who provide services on our behalf. Examples of those suppliers are: specialist maintenance contractors who carry out work in tenants' apartments; the contractor who handles you're out of hours service calls for us; companies that assist us in mailing out our notices and letters. The data shared is the specific information the supplier requires to carry out their task, as well as any information that ensures we fulfil our health and safety obligations to the people carrying out the task.
- 1.10. Urban Sleep remains responsible for the fair and lawful processing of personal data shared with suppliers. We ensure this occurs through setting data protection requirements in contracts let with suppliers.
- 1.11. In order to assist utility providers (gas, broadband, electricity and water, etc) deliver their services and collect revenue, Urban Sleep Ltd will provide on request names and contact details of new tenants, and forwarding addresses of former tenants, as well as tenancy dates.
- 1.12. Partner Agencies
Urban Sleep Ltd may enter into partnerships with other organisations such as internet suppliers therefore your data will be shared, however before doing this Urban Sleep will enter into a formal data sharing agreement to govern the process and ensure it is lawful.