



Privacy Policy

First Degree Living Ltd ('FDLL') is committed to protecting your privacy and treats it seriously. This policy explains how your personal information is shared & used and how you can exercise your rights in relation to your personal information. FDLL is registered with the Information Commissioner's Office.

About FDLL

FDLL is a wholly owned subsidiary of First Degree Investment Management Ltd and is a privately owned student residential accommodation provider in Sheffield, South Yorkshire. Please visit www.firstdegreeliving.co.uk for further information.

Where this Privacy Policy applies

This Privacy Policy applies to personal information collected by FDLL.

What is personal information

Personal information in this policy means information that can identify individuals or is capable of doing so.

How FDLL collects information about you

Tenants will provide personal information when communicating with FDLL (for example, during a tenancy application or if you make contact with a query).

If you are a guarantor, your information may have been provided to us by a tenant, including, but not limited to, your full name and contact details, nationality and information about your relationship with the tenant. It is essential that the tenant proposing a guarantor notifies and provides a copy of this privacy policy to the individual in question (available to download at www.firstdegreeliving.co.uk)

How FDLL uses your information

We will use personal information for internal purposes, including, but not limited to: tenancy applications; management/ administration of your tenancy; communication with you and responding to your requests; setting up standing order mandates with your bank; processing payments; recovering any unpaid sums; liaising with statutory bodies, including the local authority for Council Tax and; preventing and detecting criminal activity, fraud and misuse or damage to FDLL property.

Other information we may collect

FDLL (along with its IT/ ISP providers) may collect and retain traffic data related to your use of and access to broadband services.

How long does FDLL keep your information

The period for which we keep your information will vary according to the purpose for which FDLL uses the information. Unless there is a specific legal requirement to keep your information, it will not be kept longer than necessary.



Disclosing your information to third parties

FDLL may share your personal information with third parties in the following ways: where FDLL has a legal or regulatory obligation to do so, including sharing your personal information with local councils for the provision of electoral roll services and/ or Council Tax; where FDLL uses third party suppliers to provide services to us (for example, our IT providers) and they need access to your personal information in order to deliver that service; where it is necessary to do so to protect or defend FDLL's legal rights or the legal rights of others; with co-tenants and their guarantors, including the personal information of your guarantors; with legal and professional advisors to FDLL; if you are a tenant and you fail to pay your rent we may contact your guarantor (and the other guarantors to your tenancy) and inform them of this failure when exercising our rights under the guarantee and; if FDLL sells its business or a property your information, including guarantors, will be transferred to the new owner.

FDLL will not provide aggregated statistics about sales, customers, traffic patterns and other site information to any third parties.

How we protect your information

FDLL and our IT providers use secure servers in order to prevent unauthorised access and to comply with statutory data protection requirements. This means that sometimes we may ask for proof of identity before disclosing any personal information to you.

Cookies explained

FDLL does not use cookies. For further information on cookies and how to manage them you can go to www.allaboutcookies.org

Updates to this Privacy Policy

If any changes are made this Privacy Policy will be updated. FDLL will notify you of any significant changes and where necessary we will obtain your consent before using your personal information for any new purpose.

You may request access to your personal information and you also have the right to request that inaccurate information is updated or erased. All requests to exercise your rights in relation to your personal information should be directed to the parties stated below.

If you are unhappy about the way in which FDLL has used your personal information please confirm this in writing. You may lodge a complaint with the Information Commissioner's Office if any complaints are not resolved to your satisfaction.

Contact details

If you have any questions or require further information concerning personal information, please contact:

Rebecca Vardy - bex@firstdegree-im.co.uk

Jonatha Vardy - jon@firstdegree-im.co.uk