



Privacy Policy

The Property and Residential Services team (P&RS), as part of Accommodation, Catering and Events (ACE), adhere to the Privacy Policies of both the University of Edinburgh and Accommodation, Catering and Events.

These can be found at the following locations using the links below:

- <https://www.ed.ac.uk/about/website/privacy/policy>
- <http://www.accom.ed.ac.uk/privacy-policy/>

This privacy policy explains how we use any personal information we collect about you in relation to contract creation, daily communication and record keeping.

Topics:

- [What information do we collect?](#)
- [How do we use the information?](#)
- [Access to your information and its correction](#)
- [How long we keep your personal data](#)
- [Marketing information](#)
- [Our partners](#)
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[What information do we collect?](#)

We collect the following information about you

- Name
- Postal addresses
- Email addresses
- Telephone numbers
- Landlord registration number
- Bank details
- Date and place of birth
- Passport and/or driving licence (ID verification)
- Email correspondence

[How do we use the information?](#)

ACE use this information for the following reasons:

- To allow communication via phone, post and email
- To allow us to make rental payments
- To allow us to lease your property
- To fulfil our legal and contractual obligations
- To allow us to process your enquiries
- To allow us to supply you with the services and information you have requested
- To allow us to contact you in order to send you details of any changes to our services which may affect you

[Access to your information and correction](#)

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of the information, then please e-mail us at Accommodation@ed.ac.uk

or write to us at the following address Data

Steward
 Property and Residential Services Pollock Halls
 18 Holyrood Park Road
 Edinburgh
 EH16 5 AY

We want to make sure that the personal information that we hold is accurate and up to date. You can ask us to correct or remove information you think is inaccurate.

[How long we keep your personal data](#)

We are required by law or best practice to keep your personal data for time scales as outlined below:

Internal database	2 years
Email and local records	2 years

[Marketing information](#)

We do not use any of your personal data for marketing purposes and we do not use profiling or automated analysis in our decision-making processes.

[Our partners](#)

We work with other parties both within the University and with external bodies to meet our obligations re: safety and security of students; visitors and staff.

These include but are not limited to

- University of Edinburgh departments outside ACE
- Police Scotland
- Scottish Fire and Rescue Service
- Health and Safety Executive
- Border Agency
- SME Professional
- The City of Edinburgh Council
- Contractors/Surveyors
- Factors
- HMRC
- Neighbours/general public e.g site notice in connection with an HMO Application

We only provide data requested by 3rd Parties when the required paperwork has been supplied and checked as meeting all criteria for release.

[Changes to our privacy policy](#)

We keep our privacy policy under regular review and we will place any updates on this web page.

This privacy policy was last updated on 14th September 2018.

[How to contact us](#)

Please contact us if you have any questions about our privacy policy or information we hold about you

- By e-mail: Accommodation@ed.ac.uk
- Or write to us at:
Data Steward
Property and Residential Services Pollock Halls
18 Holyrood Park Road
Edinburgh
EH16 5 AY