

BEING A GUARANTOR

WHAT IS THE PURPOSE OF OUR PRIVACY STATEMENT?

Under the Data Protection Legislation, we are required to provide an explanation as to why we require you to provide certain personal information (also known as “personal data”) relating to you; how we intend to use the personal information you provide to us; and whether or not we will share that information with anyone else.

WHO ARE WE?

CARO Student Living is a trading arm of CARO Lettings Limited. CARO Lettings Limited provides student and private accommodation across Liverpool and the surrounding areas.

Any reference in this, and the accompanying statements, to CARO Lettings Limited includes reference to CARO Student Living.

Should you wish to contact us, CARO Student Living’s address is 33 Netherfield Road North, Liverpool, L5 3TA. Alternatively, you may contact us by visiting the [“Contact Us”](#) section of this website.

CARO Lettings Limited is registered with the Information Commissioner’s Office in the United Kingdom.

This privacy statement applies to personal information collected by CARO Student Living. It does not apply to any personal information that is collected by third parties, individuals, organisations or other websites which we may be linked from or linked to. In the case of any third parties collecting your personal information, their own privacy policies will apply.

WHAT INFORMATION ARE WE COLLECTING?

CARO Student Living limits the personal information it collects to the personal information required to allow us to enter into and exercise our rights under the guarantee you have granted to us and under the contract you have guaranteed. The types of personal information we collect may include, for example:

- Name;
- Address and contact details; and
- Relationship to student

WHY ARE WE COLLECTING YOUR INFORMATION?

As you are acting as a Guarantor to a student staying in one of our developments, CARO Student Living requires certain pieces of your personal information be shared with us in order that we may enter into and exercise our rights under the guarantee you have granted to us and the contract you have guaranteed. Without this personal information, we would be unable to exercise such rights.

WHAT DO WE DO WITH YOUR INFORMATION?

CARO Student Living will use the personal information you provide to us to allow us to enter into and exercise our rights under the guarantee you have granted to us and the contract you have guaranteed. This may include taking payment from you in relation to the contract you are acting as Guarantor for. We may also need to instruct and liaise with credit reference agencies and debt collection agencies (which will allow us to recover any monies owed by you in relation to the contract you are acting as Guarantor for).

The personal information we collect from you will be securely stored by us in accordance with our internal data protection policies and procedures which have been assessed to ensure they meet the requirements set out under the Data Protection Legislation.

It will be used by us in accordance with this privacy statement and also in accordance with your rights under the Data Protection Legislation.

DO WE SHARE YOUR PERSONAL INFORMATION?

THIRD-PARTY SERVICE PROVIDERS

It may be necessary for CARO Student Living to share your personal information with our service providers in order to provide you with the services you have requested. We will only share such personal information with relevant service providers to the extent required to enable us to provide the services you have requested. CARO Student Living has assessed its service providers to ensure they have appropriate data protection safeguards and frameworks in place to allow them to comply with the requirements of the Data Protection Legislation.

Within the terms and conditions of our contracts with our service providers, it is clearly stated that such service providers are not permitted to share your personal information with any other parties and are only to use the information in the course of their work on behalf of us.

REGULATORS AND OTHER LEGAL OBLIGATIONS

We may, from time to time, also be required to share your information with regulators, crime prevention agencies and other organisations who are permitted access to such personal information as a matter of law.

OTHER ORGANISATIONS

CARO Student Living may, from time to time, share your information with other organisations such as credit reference agencies and debt recovery agents (should you be called upon as Guarantor to fulfil your obligations set out in the guarantee you have granted to us).

WHAT SECURITY MEASURES CONCERNING YOUR PERSONAL INFORMATION DO WE HAVE IN PLACE?

CARO Student Living ensures that any personal information you provide to us is securely stored on our systems and servers and that any paper-based records of your personal information will be stored and destroyed in accordance with our data retention policies and procedures. We treat data security with the utmost importance and take appropriate measures to keep your personal information secure.

CARO Student Living also ensures that only relevant members of staff have access to your personal information. Your personal information will only be available to relevant members of staff who have a legitimate reason for accessing your personal information.

CAN CARO STUDENT LIVING USE YOUR INFORMATION FOR ANY OTHER PURPOSE?

CARO Student Living will not use your personal information for any other purposes other than entering into and exercising our rights under the guarantee you have granted to us and the contract you have guaranteed.

HOW DOES CARO STUDENT LIVING STORE YOUR PERSONAL INFORMATION AND WHEN DO WE DELETE IT?

CARO Student Living stores your personal information on a database that is specific to the guarantee you have granted to us and the contract you have guaranteed and provides us with your personal information in order that we may enter into and exercise our rights under such guarantee and contract. Your personal information is stored in accordance with our Data Retention Policy which states that we will hold your personal data for at least the length of the contract you have guaranteed. Upon the expiry of the contract, we review the contract and determine whether or not there is a valid reason for holding onto such personal information. CARO Student Living may need to retain your personal information following the termination of the contract if the resident is in arrears of their rent under their contract with us, in which case we will need to retain your personal information for as long as it is necessary for us to recover the arrears.

CARO Student Living also has various legal and regulatory obligations which dictate the length of time your personal information is held on our systems and servers.

WHAT ARE YOUR RIGHTS?

In short, you have the right to

- Request access to your personal information
- Request we rectify any inaccurate or incomplete personal information
- Request that we erase the personal information we hold on you and take steps to ask others with whom we have shared your information to also erase it
- Request that we limit what we do with your personal information
- Object to our use of your personal information and ask us to stop that use
- Instruct us to provide you with the information we hold about you in a structured and commonly used format or transmit that information directly to another organisation.

Our obligations to comply with the above rights are subject to certain exemptions and further information on these exemptions can be obtained by contacting us at students@carostudentliving.com.

In the event that CARO Student Living is using your personal information because you have provided consent for us to do so, you can withdraw that consent at any time. This can be done either in writing or verbally, or where you have registered with us, through the online portal which allows you to amend your consents at any time. The lawfulness of our use of your information before consent was withdrawn is not affected.

To exercise any of the rights referred to above, you should contact us either in writing to: CARO Student Living, 33 Netherfield Road North, Liverpool, L5 3TA or by email to students@carostudentliving.com.

You also have the right to complain to the Information Commissioner's Office (the "ICO") if you are not satisfied with the way in which we use your personal information. You can contact the ICO by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

WHAT IS THE LEGAL BASIS FOR USING YOUR INFORMATION?

CARO Student Living is required to have a "legal basis" for collecting, processing and storing your personal information. Under the Data Protection Legislation, there are six available lawful bases which allow for us to process personal information. These are:

- Consent
- Contract
- Legal obligation
- Vital interests
- Public task; and
- Legitimate interests.

The lawful basis that GSA relies upon when collecting, processing and storing your personal information is **Contract**; i.e. the guarantee you have granted to us.