



## Privacy Notice – UCD Accommodation Support & Booking Office

Version date: 13.04.2023

This Privacy Policy provides details of the personal data UCD, via the UCD Accommodation Support & Booking Office, collects from you, what we do with it, how you might access it and who it might be shared with for the purposes of landlord verification and secure pre-let rental payments.

University College Dublin fully respects your right to privacy and actively seeks to preserve the privacy rights of those who share information with the University. Any personal information you provide to the University will be treated with the highest standards of security and confidentiality, in accordance with the General Data Protection Regulation (GDPR)

UCD, acting through the Accommodation Support & Booking Office, is the data controller and responsible for your personal data (collectively referred to as "we" or "us" in this privacy policy).

### How to contact us:

- Address: Accommodation Support & Booking Office, Room 102, UCD Village, Belfield, University College Dublin, Dublin 4
- Email address: [roombookingsupport@ucd.ie](mailto:roombookingsupport@ucd.ie)
- Telephone: (01) 7161034

For the process of landlord verification, and the optional management of pre-let rental payments, UCD has enlisted the services of Studenthouse to add additional security and safeguards to our process. [Studenthouse.com](https://www.studenthouse.com) act under UCD's instructions. To deliver the service required Studenthouse uses [ID-Pal Limited](#) and Studenthouse [Securepay](#).

### Purpose of and basis for processing

We will use your personal information for the following reasons:

1. To verify a landlord's identity via Studenthouse Verify
2. To secure pre-let rental payments via Studenthouse Securepay (Escrow payment service)

We will base our processing of your personal data on your consent. Only in limited circumstances we might have to process your data based on other legal basis e.g. when we have to retain some of your data for organisational purposes, or due to legal requirements.

### What data UCD collects

Personal data, or personal information, means any information about an individual from which that person can be identified

We collect, use, store and transfer the following personal information:

1. Identity Data includes first and last name
2. Contact Data includes property address, email address and telephone numbers;

### **What data Studenthouse collects**

Studenthouse will collect, use, store and transfer the following personal information of potential landlords for the purpose of identity verification on behalf of UCD

1. Identity Data includes first and last name
2. Contact Data includes property address, email address and telephone numbers
3. Passport, drivers licence or national ID
4. Proof of address

If applicable, Studenthouse will collect, use, store and transfer the following personal information for the purpose of optionally managing pre-rental payments via Studenthouse Securepay

1. Identity Data includes first and last name
2. Contact Data includes property address, email address and telephone numbers
3. Landlord IBAN and BIC (to process your pre-let rental payment)

### **How we collect your Personal information**

We use different methods to collect data from and about you via direct interactions. You may give us identity and contact data when creating an account or by corresponding with us by post, phone, email or otherwise. We will also receive information about you from Studenthouse as a result of the verification process. However, the documents you submit to Studenthouse that they base their verification on will not be shared with UCD, UCD will only receive the results of the verification process. We will only use your personal information when the law allows us to.

### **How long we retain your data**

Standard personal data will be retained for 5 years.

Sensitive personal data will be retained for 90 days post identity verification or Studenthouse Securepay completion.

e will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements.

### **Where the data will be processed**

Studenthouse will process and host landlord, student and staff data (standard and sensitive personal data) within Ireland.

The Studenthouse verification of personal landlord data (identification and proof of address) via ID-Pal Limited is processed and hosted within the European Union.

## Security of your data

We take appropriate physical and technical security measures, including staff awareness training to maintain the security of personal data supplied to us and we review these measures regularly. We also assess the security of any services we enlist to process personal data on UCD's behalf and enter into a contract with the provider/processor.

## Your data rights

- You have the right to request information about whether UCD holds your personal data, and, if so, what that personal data is and why we are holding/using it
- You have the right to request access to your personal data and to receive a copy of the personal data
- You have the right to request correction of the incorrect or incomplete personal data
- You have the right to withdraw your consent at any time, but this will mean we will no longer be able to facilitate your access to UCD's Accommodation Pad
- You have the right to request erasure of your personal data, where we don't have another legal basis for holding your data other than consent
- You have the right to object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- You have the right to object to solely automated decision-making including profiling
- You have the right to request the restriction of processing of your personal information
- You have the right to request transfer of your personal information in an electronic and structured form

To contact the UCD Accommodation Support & Booking Office email [roombookingsupport@ucd.ie](mailto:roombookingsupport@ucd.ie)

To make a data subject access request email [data.protection@ucd.ie](mailto:data.protection@ucd.ie)

To make a complaint about how we dealt with your personal data you can email the UCD DPO at [gdpr@ucd.ie](mailto:gdpr@ucd.ie)

You have also the right to make a complaint to the Data Protection Commission.