Privacy Notice

Last updated 1st July 2020

Summary

UPP (Reading I) Limited (UPP) runs the University of Reading halls accommodation. We are committed to protecting the privacy of students applying for accommodation and residents.

This notice tells you about your privacy rights and about how we collect and use your personal information. Where we refer to "UPP", as appropriate this includes its subsidiaries and parent organisations.

We collect and use your personal information to manage your application, issue a residence agreement, take payments from you and to provide our on-site services. We also work closely with the University to make sure students are safe and secure. For example, by liaising with wardens, the pastoral care teams and security services.

We keep our data protection measures under constant review and from time to time we will update this notice so please refer back to this page. If we make any significant changes, we will endeavour to notify you.

We hope the headings below help you to find the information you are looking for.

1. About this Privacy Notice
2. How to contact us
3. Personal information we collect about you
4. How we collect your personal information
5. How we use your personal information
6. Change of purpose
7. Our marketing
8. Who we share your personal information with
9. How we keep your personal information secure
10. International Data transfers
11. How long will your personal data be retained for?
12. If you would like more information about how long, we will keep your personal information for please contact us
13. Your privacy rights
14. Third-party links
15. Use of Cookies
About this Privacy Notice

This 'notice' aims to give you details about how we collect, use and protect your personal information. It also provides you with details about your privacy rights and how to contact us if you have a query about how we are using your personal information.

If you give us information about other people, like your family members or guests, this 'notice / policy' will also apply to them.

Our services are not generally intended for children. In some circumstances we will collect information relating to children, if this is a necessary part of our services to you. For example, in relation to our student accommodation services where a limited number of students may be under 18.

Alongside this notice and depending on the nature of our relationship with you we may provide you with additional privacy information.

About us

This notice is issued by UPP (Reading I) Limited which operates the accommodation services at University of Reading. When we refer to 'we', 'us' or 'our' we mean UPP (Reading I) Limited which is responsible for holding and using your personal information.

UPP (Reading I) Limited is part of UPP Group Limited. It may be necessary for UPP Group Limited to handle your personal information as part of the service we provide, but we do not share your details with other entities within the Group. Further details of different legal entities can be found [here](#).

We will always endeavour to handle your personal information in accordance with applicable data protection legislation here in the UK.

How to contact us

If you have any questions about this privacy notice or any questions about how we collect, use and protect your personal details please contact our Compliance Team who will respond as quickly as possible to any query you may have.

Email: compliance@upp-ltd.com

Post: UPP, 40 Gracechurch Street, London, EC3V 0BT

Telephone: +(44) (0)207 398 7200

Email address: compliance@upp-ltd.com. Postal address: 40 Gracechurch Street, London, EC3V 0BT. Telephone number: 020 7398 7200

We keep our data protection practices under constant review and from time to time may update this notice. This version was last updated on 01 July 2020. We will endeavour to notify you by email or other means if any significant changes are made.

Personal information we collect about you

We collect personal information when you provide this directly to us. Where necessary for our services, relevant information you have given to the University will be shared with us. You are also likely to give us information via one of our accommodation management platforms, such as;

- accommodation allocations and management systems (RoomService) – which manages your
application for accommodation, issues offer, and handles things through the year like arrival, departure and room changes, communications of rent and amounts you owe the University or us, like damages and other room charges. It also handles communications relating to your accommodation.

- Mail management system (Traizr) – which records and manages post, and parcels sent to you at the halls and handles communications with you about those.
- Helpdesk management system (Planon) - which records issues like maintenance, IT, security and welfare, complaints, and communications with you about these.
- Door access system (Salto) – which allows you access to authorised doors at the halls, using your campus card. This also records the entry times at each door – which allows us to manage security on site.
- Student resident mobile and web app “Home at Halls”.
- Our social media platforms,
- Telephone operating system via the student Helpdesk “Halls Hotline” – when you telephone us, our calls are recorded for many reasons such as to deal with your query, issue or request that you may have with us, as well as for training and monitoring purposes.

We have grouped this personal information that we collect as follows:

- **Identity information:** includes first name, last name, preferred name, username or similar identifier, title, date of birth, gender, nationality and country of domicile.

- **Contact information:** includes email address and telephone numbers, your social media profile information (if you use this to get in touch with us), your home address, and the content of your communications with us by whatever means.

- **Application information:** includes your application for accommodation, our discussions and communications with you, our decision about your application, as well as other information you, the University, UCAS, or any others provide in support of your application. This may include information about any special requirements you provide to us, such as easy access rooms or rooms suitable for families, or facilities for any health or disability issues you may have or if you are a care giver. This also includes your preferences such as single gender or quieter lifestyle options.

- **Resident data:** includes details about your use of our accommodation including your room number, access details (like your key number, or security card, and where any when they are used), your communications with us as a resident, details of your family members and your guests who use the accommodation, details about your deposit, and communications with us from others about you or your use of the accommodation (like maintenance or cleaning, or complaints from other residents), and contact details.

This will include information about any special requirements you have, whether you or the University provides those to us, or we make an assessment about you, such as your requirements for easy access rooms, or facilities for any health or disability issues you may have, or where we need to make decisions about your safety and safety of others.

- **Financial data** includes the details you provide to payments to us, including bank account and payment card details. This includes bank account details for deposit refunds where applicable.

- **Transaction Data** includes details about payments to and from you.

- **Marketing data** includes your preferences in receiving marketing from us and our third parties, and your communication preferences.

- **Access data** which is data related to our on-site door access system (currently called Salto). This includes the campus card (or temporary card) number, door number and location, and time.

- **Technical data** – this includes information we may collect when you access our website or interact with our social media accounts. Please see Use of Cookies for further information.

- **Usage data** - is information about how you use our site and service.

We also collect, use and share what we called Aggregate Data – this is statistical or demographic information...
which is used by us for a variety of purposes. We anonymise this so it does not identify you as an individual. For example, we may calculate a percentage of users accessing a specific website feature.

We may need to collect some sensitive information about you, such as details about your health, race or religion, or information about criminal offences. We will only do this when it is necessary to provide accommodation to you or others, or to handle any incidents on the University grounds.

**How we collect your personal information**

By corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you

- apply for accommodation or our other services;
- create an account on any of our web portals or our app;
- use our accommodation services, including our web portal, and our app;
- subscribe to our publications;
- request marketing to be sent to you;
- communicate with us via social media
- enter a competition, promotion or survey or give us feedback or contact us.
- Book onto one of our resident events.

- **Direct interactions with you.** We will collect information from you when you directly provide this to us for example by filling in forms or corresponding with us via the website, by post, by phone, by email, via our social media accounts or face to face.

- **As you use the door access system.** When you use your campus card (or temporary replacements) we will have access data on the cards about which doors you use, as and when you use your card.

- **From your parents, or other designated representatives** – this will happen when you have asked us to talk to a named person about your accommodation on your behalf. We will ask for your consent in this situation, unless there is an emergency that is a risk to you or others on campus.

- **Other organisations or publicly available sources.** We may receive personal data about you from various third parties and public sources:
  
  - Application data – where we receive information from others such as the University, or UCAS about your application for accommodation.
  - Resident data – where we receive information from the University about your attendance or any welfare issues, we need to be aware of, or from local authorities about your previous accommodation, from police.
  - Marketing data - when we use social media sites such as LinkedIn, Facebook and Twitter to contact you via that platform or share content with you. Those sites may also provide us with information about you, such as when you send us a message, or like or comment on us or our content.
  - Technical data – we may collect this from our hosting providers when you interact with our website, our app, or our social media accounts. We also receive information from the following parties:
    - Analytics providers such as Google based within the EU.
    - Search information providers based inside the EU.
  - Identity data from publicly available sources such as the ‘open electoral register’ (individuals can opt-out and only appear on the full electoral register).

If we receive information about you from another organisation, and it is not already obvious to you that we are holding this, we will endeavour to let you know and tell you how we will use this information.
How we use your personal information

We use your personal data for the following activities:

- Managing and making decisions on your application for accommodation at the University of Reading.
- Allocating rooms to successful applicants and offering you a student resident agreement on behalf of the University of Reading.
- Providing accommodation services, such as organising your arrival, providing essential information about living in halls, handing out keys, running a reception service, cleaning and maintaining your room, handling your post, and managing safety and security on site.
- To take payments for services which you use, and to manage your deposit, where applicable.
- Adapting and maintaining your room, or facilities in your room to accommodate any medical requirements that have been identified to us (such as a disability which limits your access or where you need to store medicine in your room)
- To make arrangements to safely evacuate you where you have specific medical requirements.
- To deal with your enquiries, claims and complaints.
- To deal with emergencies, such as illness or serious injuries of you or others.
- To arrange and run events and activities for our residents
- Informing you about availability and how to book accommodation for subsequent years.
- We work closely with the University to make sure you and others are safe and secure – for example, the University’s wardens, pastoral care team and security services.
- To speak to your parents or personal representatives, where you have asked us to.
- Operating the automated door entry system on site.
- To manage surveys and any prize draws.
- To comply with our legal or regulatory obligations.
- To ensure that content from our site, our app, and the social media accounts that we operate is presented in the most effective manner for you and for your computer.
- To manage our business, including to notify you of changes to our services, our app, and to our site.

Purposes and legal bases for processing your personal data

The table below shows in more detail the purposes for which we use your personal information, the type of data used and the lawful basis we rely upon for that purpose. Please also see Personal information we collect about you to see how we group different types of data)

In some circumstances we rely on your consent, this will always be clearly brought to your attention when you give information to us. You have the right to withdraw your consent at any time.

If you would like more information about this or require any clarification, please contact us. There is also useful information about lawful bases guidance from the Information Commissioner’s Office.

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<th>Purpose/activity</th>
<th>Type of data</th>
<th>Legal basis for processing including basis of legitimate interest</th>
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| Managing and making decisions about your application for accommodation. | Identity, Contact, Application | Our legitimate interests:  
• To take steps at your request in relation to others included in your application such as your family, or anyone paying for your accommodation.  
• market or promote our services to you where you have made a request for information or discussed our services with us. |
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| Allocating rooms to successful applicants, and issuing a student resident agreement to you on behalf of the University and providing accommodation services, such as organising your arrival, providing essential information about living in halls, handing out keys, running a reception service, operating our web portal and app, cleaning and maintaining your room, handling your post, and managing safety and security on site. | Identity Contact Application Resident | Our legitimate interests:  
- To fulfil our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  
- To take steps at your request in relation to others which use the accommodation, such as your family or your guests.  
- To manage payments, and to collect and recover money owed to us.  
Your consent:  
To use information about your health or disabilities as necessary to decide what accommodation would be suitable for you, and what adaptations you may require (we will always contact you to discuss your requirements), and to and ensure health and safety of yourself and others on site. |
| To take payments for services which you use, and to manage your deposit, where applicable.                                                                                           | Identity Contact Financial Transaction | Our legitimate interests:  
- To fulfil our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  
- To make arrangements to safely evacuate you  
Legal obligations to comply with Health and Safety legislation. |
| Adapting and maintaining your room, or facilities in your room to accommodate any medical requirements that have been identified to us (such as a disability which limits your access or where you need to store medicine in your room) | Identity Contact Application Resident | Our legitimate interests:  
- To fulfil our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  
Your consent:  
To use information about your health or disabilities as necessary to adapt and maintain your room or the facilities in your room you may require (we or the University Disability Services team will always contact you to discuss your requirements), and to and ensure health and safety of yourself and others on site. |
| To make arrangements to safely evacuate you                                                                                                                                             | Identity          | Our legitimate interests:  
- To fulfil our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  
- To make arrangements to safely evacuate you  
Legal obligations to comply with Health and Safety legislation. |
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| where you have specific medical requirements.                                   | Contact Application Resident | Reading to provide accommodation services at the University of Reading halls.  
- To protect the use of the accommodation by you and others, and in particular their health and safety while on site.  
- To protect our business, including our relationship with customers and suppliers.  
**Your consent:**  
To use information about your health or disabilities as necessary to adapt and maintain our evacuation plans on site, and to and ensure health and safety of yourself and others on site in an emergency.  
Vital interests of yourself and others in an emergency.  
Legal obligations to comply with Health and Safety legislation.  
| To comply with your enquiries and to handle complaints or claims.               | Identity Contact Application Resident | Our legitimate interests:  
- To fulfill our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  
- To protect the use of the accommodation by you and others, and in particular their health and safety while on site.  
- To protect our business, including our relationship with customers and suppliers.  
**Necessary to comply with our legal obligations**  
Your consent where you provide us with special category data and / or criminal offence data in connection with your enquiry, complaint or claim.  
| To deal with emergencies, such as illness or serious injuries of you or others. | Identity Contact          | Our legitimate interests:  
- To fulfill our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  
- To protect the use of the accommodation by you and others, and in particular their health and safety while on site.  
- To protect our business, including our relationship with customers and suppliers.  
We will only rely on this in very limited circumstances i.e. were there is a risk to someone’s life.  
**Necessary to comply with our legal obligations** in relation to health and safety  
**Vital Interests:** we will rely on the lawful basis of vital interests in exceptional circumstances where we believe there is a risk to life  
| To arrange and run events and activities for our residents                     | Identity Contact          | Our legitimate interests, and those of the student bodies:  
- To fulfill our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  

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<td>To provide events and activities that promote a suitable inclusive and social</td>
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<td>• To provide events and activities that promote a suitable inclusive and social environment.</td>
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<td>environment.</td>
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<td>To inform you about availability and how to book accommodation for subsequent</td>
<td>Identity, Contact,</td>
<td>Our legitimate interests:</td>
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<td>years.</td>
<td>Resident</td>
<td>• To fulfil our own contractual obligations to the University of</td>
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<td>Reading to provide accommodation services at the University of</td>
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<td>Reading halls.</td>
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<td>To work with the University to make sure you and others are safe and secure –</td>
<td>Identity, Contact,</td>
<td>Our legitimate interests:</td>
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<td>for example, the University's wardens, pastoral care team and security services.</td>
<td>Application, Resident</td>
<td>• To fulfil our own contractual obligations to the University of</td>
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<td>• To protect the use of the accommodation by you and others, and</td>
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<td>in particular their health and safety while on site.</td>
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<td>• To protect our business, including our relationship with</td>
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<td>customers and suppliers.</td>
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<td>To speak to your parents or personal representatives, where you have asked us</td>
<td>Identity, Contact,</td>
<td>Our legitimate interests:</td>
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<td>to.</td>
<td>Application, Resident</td>
<td>• To fulfil our own contractual obligations to the University of</td>
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<td>Reading halls.</td>
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<td>• To protect the use of the accommodation by you, and by others,</td>
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<td>and in particular their health and safety while on site.</td>
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<td>Operating the automated door entry system on site.</td>
<td>Access</td>
<td>Our legitimate interests:</td>
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<td>• To fulfil our own contractual obligations to the University of</td>
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<td>Reading to provide accommodation services at the University of</td>
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<td>• To protect the use of the accommodation by you, and by others,</td>
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<td>and in particular their health and safety while on site.</td>
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<td>Legal obligation:</td>
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<td>• To comply with law enforcement requests for information if there</td>
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<td>has been a crime or alleged crime on site.</td>
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<td>To manage surveys and any prize draws</td>
<td>Identity, Contact</td>
<td>Our legitimate interest</td>
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<td>• To manage surveys and other aspects of prize draws.</td>
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<td>Your consent if we use your data for marketing purposes, or we</td>
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<td>need to use sensitive personal data about you to deal with a</td>
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<td>prize.</td>
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<td>To comply with our legal or regulatory obligations.</td>
<td>Identity, Contact</td>
<td>For example, to report criminal activity to the Police, to comply</td>
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<td>with Health &amp; Safety legislation, to comply with local bye laws.</td>
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| To ensure that content of the app, any accommodation web site, and the social media accounts that we operate are presented in the most effective manner for you and for your computer. | • Resident • Technical • Usage • Marketing | Necessary for our legitimate interests:  
- To fulfil our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  
- To present our app, and social media accounts appropriately to best promote our services.  
- To allow you to participate in interactive features of our service, when you choose to do so. |
| To send you our marketing material about our services or about issues that we think may interest you (by email, text message, social media, post or phone), and to measure the effectiveness of our marketing material. | Contact Marketing Application | Necessary for our legitimate interests:  
- To fulfil our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  
- To strengthen our relationship with our customers and to develop our business and our marketing strategy. |
| To manage our business, including our relationship with you, which will include:  
a. Notifying you about changes to our terms or privacy policy.  
b. Asking you to update your details.  
c. Asking you to partake in a review, a prize draw, competition or a complete survey. | Contact Marketing Application Resident | Necessary to comply with a legal obligation under the Data Protection Act 2018 that requires us to provide you with fair processing information, and to keep our records of personal data up to date and accurate.  
Necessary for our legitimate interests:  
- To fulfil our own contractual obligations to the University of Reading to provide accommodation services at the University of Reading halls.  
- To maintain our customer relationships.  
- To keep our records updated.  
- To study how customers, use our site and services.  
- To improve our site and service to you and make your visits to our site more rewarding. |
| To administer and protect our business and our Site. | Identity Contact Technical Usage | Necessary for our legitimate interests:  
- To run our business efficiently, including by appointing appropriate suppliers that support our services.  
- To manage our IT systems, including by allowing us and our suppliers to manage network security, troubleshoot, conduct testing, perform system maintenance, provide support and generate reporting.  
- To keep our business secure and safe.  
- To prevent fraud and dishonest behaviour. |
| To sell our business, or part of it. | Application Resident | Necessary for our legitimate interests to manage our business effectively. |
Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that it is necessary to use it for another reason that is compatible with the original purpose. We will update our privacy notices to make sure this is brought to your attention.

Our marketing

We hope that you enjoy and value our updates, and our marketing material generally. We respect your right to choose what marketing messages you receive. You can opt out of any marketing material that we send you at any time by clicking the unsubscribe link in our emails, or by contacting us.

We may ask you to confirm or update your marketing preferences over time, such as when you instruct us to provide further services in the future, or if there are changes in the law or the regulation or structure of our business.

Who we share your personal information with

We may be required to disclose your personal data by law. For example, we may be required to disclose your personal information to law enforcement agencies, regulators, HMRC or as part of legal proceedings. We will only do so if required by law or if you have approved this disclosure.

In other circumstances, depending on your relationship with us we need to share personal data in order to fulfil our services.

Others we may share your information:

- **Internal third parties such as our subsidiary companies.** This includes UPP Residential Services Limited (which is our main accommodation provider subsidiary), UPP Group Holdings Limited which provides central group services such as our IT and management services, as well as any of our subsidiaries and parent companies which support our services or have a need to know in order to respond to your enquiries or to meet our commitments to you.

- **External third parties** in connection with our services – this includes:
  
  o The University of Reading where we need to verify your attendance at the University, and where they need information to support your attendance at the University, or to help support the health and safety and security of you and others while attending the University or using its facilities.
  
  o Where legally compelled to do so, a court or tribunal, a regulatory authority, and law enforcement agencies.
  
  o Other professional advisers acting on your behalf.
  
  o Our professional advisers and our bank.
  
  o Suppliers and sub-contractors and providers of goods or services for the performance of any contract that we enter into with them to support our business. For example, our sub-contractors in technical, payment and delivery services, web-site hosting, marketing and advertising service providers, analytics providers, and search and social media information and optimisation providers.
  
  o In order to administer exemptions of properties from council tax and for the electoral roll, students' personal data will be provided to the University who provide that information to Reading, and Wokingham Borough Councils.
  
  o Our insurers if we need to discuss making or managing a claim.
  
  o Companies in the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets only for that purpose and subject to appropriate confidentiality agreements.
  
  o Companies who acquire UPP assets in whole or in part, the personal data held by it about its
customers will be one of the transferred assets.

- To enforce or apply the University’s accommodation agreement with you, student resident app Terms of Use or our standard terms and conditions of business or other agreements, or to protect the rights, property or safety of UPP, our residents, other students, or members of the public. To anyone where we have you prior consent.

How we keep your personal information secure

UPP has a strong commitment to data security. UPP uses all reasonable endeavours to protect personal information from loss, misuse or alteration and we have put in place physical, electronic, and managerial procedures to safeguard and secure the information you provide to us. UPP takes appropriate steps to communicate and train its staff in relation to applicable data protection law.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website or via the social media accounts that we operate; therefore, any transmission is at your own risk.

If you would like to know more about our data security measures please contact us.

International Data transfers

Wherever possible, we will not transfer your data outside the European Economic Area (EEA). However, there are circumstances where this may be necessary. Where this is necessary, we make sure there are appropriate safeguards in place. For example,

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- We may use specific contractual clauses adopted by the European Commission

How long will your personal data be retained for?

We will only keep your personal data for as long as necessary to fulfil the purposes we collected it for. This includes satisfying any legal, regulatory, tax, accounting or reporting requirements. We may keep your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine how long we keep personal information, we consider applicable legal, contractual requirements and where these do not apply, we carefully assess why it is necessary to keep personal information for legitimate business reasons.

If you would like more information about how long, we will keep your personal information for please contact us.

Your privacy rights

You have certain rights under data protection laws in relation to your personal data. These rights are aimed at giving you control over how your personal information is used by us. Please note they may be subject to specific requirements and some limitations.

- **Request access to your personal data** (known as a “data subject access request”). You can ask us to provide a copy of the personal data we may hold about you and the purposes for which we are using it.
- **Request correction of your personal data.** If you notice or believe the information, we hold for you is out of date or incorrect in any way, please let us know and we will rectify this as soon as possible.
• **Request erasure of your personal data.** You can ask for your personal data to be deleted or removed. We need to assess this on a case-by-case basis as there may be justifiable reasons as to why we need to keep hold of your personal data. If this is the case, we will explain the reason(s) in our response to you.

• **Request restriction of processing your personal data.** In certain circumstances you can ask us to suspend or limit our use of your personal data.

• **Object to processing of your personal data.** This allows you to ask us to stop using your personal information and it applies in certain circumstances. We may have a strong and legitimate reason to continue using your information. If this is the case, we will explain why in our response to you.

You always have the right to object to direct marketing from us. Please note this doesn’t necessarily mean we will delete all your details. We hold what’s called a marketing ‘suppression’ file. This means we can make sure we uphold your objection to direct marketing and don’t send you promotional material in the future.

• **Request transfer of your personal data to you or to organisation.** You can request that we send you a machine-readable copy of your personal information or request us to give this to another organisation. This right only applies when we are relying on your consent or when we have a contract with you.

• **Right to withdraw consent at any time (provided we are relying on consent to process your personal data).** However, this will not affect the lawfulness of any processing based on consent before withdrawal. This may impact our ability to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact our Compliance Team:

Email address: compliance @upp-ltd.com

Postal address: UPP, 40 Gracechurch Street, London, EC3V 0BT

Telephone number: +44 (0)207 398 7200

What we may need from you - We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to make sure we do not inadvertently send your personal information to another person. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond - We try to respond to all legitimate requests. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

We will always endeavour to fully answer any queries you raise with us. If however you are not happy with our response and the manner in which you have handled your personal information, you have the right to complain to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues.

**Third-party links**

Information that we may post on our website, our app, or via our social media accounts, may include links to third-party websites, plug-ins and applications for your convenience and information. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their processing of personal data. When you leave our site, we encourage you to read the privacy policy of every website you visit.

**Use of Cookies**
Cookies and how they Benefit You

Our site uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

Our cookies help us:

- Make our site work as you’d expect
- Remember your settings during and between visits
- Improve the speed/security of the site
- Allow you to share pages with social networks like Facebook
- Continuously improve our website for you
- Make our marketing more efficient (ultimately helping us to offer the service we do at the price we do)

We do not use cookies to:

- Collect any personally identifiable information (without your express permission)
- Collect any sensitive information (without your express permission)
- Pass data to advertising networks
- Pass personally identifiable data to third parties
- Pay sales commissions

You can learn more about all the cookies we use below.

Granting us permission to use cookies

If the settings on your software that you are using to view this website (your browser) are adjusted to accept cookies we take this, and your continued use of our website, to mean that you are fine with this. Should you wish to remove or not use cookies from our site you can learn how to do this below, however doing so will likely mean that our site will not work as you would expect.

More about our Cookies

We use cookies to make our site work including:

- Remembering if you have accepted our terms of use
- Showing you, which pages you have recently visited

There is no way to prevent these cookies being set other than to not use our site.

Social Website Cookies

So, you can easily like or share our content on the likes of Facebook and Twitter we have included sharing buttons on our site.

The privacy implications on this will vary from social network to social network and will be dependent on the privacy settings you have chosen on these networks.