



homehere.co

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Introduction

We understand that when you use homehere services you are placing your trust in us to handle your data appropriately, including your personal information of that of your house sharers and co-renters. We take a strict “no messing” approach to data protection.

Part of our ‘no messing’ approach is to make sure that you are fully informed about how we process your personal information in connection with your use of our online platform and services. We want you to be able to make informed decisions about your personal information when using our services.

This policy, together with our terms of use, outlines how any personal data we collect, or is provided to us, may be processed to aid your efforts securing a rental property.

We recommend you read this policy to understand the types of information you provide to us, the additional data we will collect about you, your rights in relation to this data, how we use this data and the terms upon which we will share it with third parties.

When visiting our website at <https://homehere.co> or using our website, web applications or mobile applications (apps) you will be asked to indicate your acknowledgment and consents to the practices outlined.

Third-party links

Our website and applications (apps) contain external links to third-party website platforms. If you visit any of those platforms you will no longer be subject to our policies but instead to theirs. You should check their policies before you provide any personal information to these websites as homehere does not accept any responsibility or liability for how these other parties process your personal information.

Data protection office

We are realists at homehere, and we understand that most house-hunters do not spend too much time reading privacy notices. So, if you have questions or concerns about how we process your personal information and want it in plain English or would just like to exercise your rights, please feel free to contact our data protection officer directly at any time by email. (Our DPO’s contact details follow on the next page).

Who we are.

athomehere is the controller entity responsible for your personal data (herein referred to as "homehere", "we", "us" or "our" in this document).

We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, please contact the DPO using the details set out below.

Contact details

Our full details are:

athomehere Limited

Our UK office is at:

Desg Ltd, 11-13 Penhill Rd, Pontcanna, Cardiff CF11 9PQ

Our DPO's direct email address: dpo@homehere.co

If you have any concerns or complaints about how we process your personal data, and do not feel you're getting the answers you want from our team, you can, at any time, make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

(We really do appreciate being given the opportunity to deal with every customer's concerns before he or she feels the need to approach the ICO so please do contact us in the first instance – we're here to help).

Changes or updates to your personal information

It is important that the information we hold about you is accurate and current. Please keep us informed of any changes to your personal data using your online dashboard. You can make changes at any time during your relationship with us.

Data we collect.

You will be asked to provide personal information when you register for use of our website and digital apps or subscribe to newsletters, promotional emails and any other marketing materials.

The information you will be asked to provide to us includes but is not limited to:

- Your full name
- Current and previous addresses
- Previous addresses (up to three years)
- Date of birth
- E-mail address
- Passport details
- Income details
- References (from landlords/employers)
- Contact telephone number
- National insurance number (NI)
- Access to credit records
- General profile information
- Photographs of you and various legal documents (passports, utility bills, references)
- Credit card details
- Open banking information
- Information required to verify your identity.
- Rent affordability data

Information we receive from other sources.

When using our Services, we contact third parties who provide us with additional data and financial information about you to facilitate you when securing properties.

For the avoidance of any doubt, any reference in this privacy policy to your data shall include data about other individuals that you have provided us with.

How we use your information and why

In line with EU data protection laws, we only use your information based on justifiable legal grounds. These are the principal grounds that justify our use of your information:

Consent: where you have consented to our use of your information. You are providing explicit, informed, consent, without duress, in relation to such use and withdraw consent in by notifying us as outlined below.

Contract performance: where your information is necessary to perform our contract with you;

Legal obligation: where we need to use your information to comply with legal obligations.

Legitimate interests: where we use your information to achieve a legitimate interest and our reasons for using it outweigh any prejudice to your data protection rights.

Legal claims: where your information if necessary for us to defend, prosecute or make a legal claim.

Data security

We take the security of your data very seriously and have company and partner-wide policies and controls in place to ensure all reasonable measures to protect personal from being stolen, lost or misused.

We do not transfer personal data outside the European Economic Area (EEA).

Data retention policy

We will hold your personal information for as long as is necessary in order to provide you with the Services, deal with any specific issues that may raise, or otherwise as is required by law or any relevant regulatory body.

Once your account is terminated or deactivated, we shall delete the personal data relating to your account within 6 months.

Information-specific usage and justification

We use information held about you (and information about others that you have provided us with) in the following ways:

Data/Information captured: Contact and identity data (including name, phone number & email address, date of birth, NI number, address history, phone number and others data points).

Provided by: You are the source of this data. It is provided to us in your application.

Legitimate use: Necessary to carry out referencing services for estate agents considering your offer).

Data/Information captured: Employment data (including salary, job title, contract type, place of work and length of employment).

Provided by: You are the source of this data. It is provided to us in your application.

Legitimate use: Necessary to carry out referencing services for estate agents considering your offer).

Data/Information captured: Education data.

Provided by: You are the source of this data. It is provided to us in your application.

Legitimate use: Necessary to carry out referencing services for estate agents considering your offer).

Data/Information captured: Lifestyle details (Animals/Pets, smoking/other...).

Provided by: You are the source of this data. It is provided to us in your application.

Legitimate use: Necessary to provide this data to estate agents considering your offer.

Data/Information captured: Previous landlords.

Provided by: You are the source of this data. It is provided to us in your application.

Legitimate use: Necessary to carry out referencing services for estate agents considering you offer). We will collect data about your performance with previous tenancy agreements

including timely rent payments, general and final condition of property and perceived honesty/trustworthiness.

We may conduct a tenant reference check in respect of any guarantor. As part of this, we will follow the steps above and collect such data in respect of the guarantor.

Data/Information captured: Financial data (including bank account details, payment card details, tax codes, benefits and pension details, credit accounts held, credit score, repayment performance and any adverse credit history (such as County Court Judgments, IVAs, debt relief orders and bankruptcy) or other adverse credit or tenancy history)..

Provided by: Lifestyle details (including the tenant referencing process from publicly available sources, such as Companies House and the Electoral register and from third parties such as credit reference agencies (Equifax), from your referees (employers, pension providers, accountant, managing agent and landlords). personal data with third parties for the purposes of conducting a tenant reference – this may include with employers, accountants, pension providers, credit reference agencies and landlords. These third parties will then be asked to provide a reference in respect of you to us. Once we have completed the tenant referencing process, we will provide your landlord or managing agent with the Referencing Data and results of the tenant reference. smoking status, children and pets).

Legitimate use: Necessary to carry out referencing services for estate agents considering your offer).

We also collect non-user-specific aggregated data such as statistical or demographic data for various purpose. Aggregated data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity.

Sharing your data

We may, in normal circumstances, share your information with the following external parties.

- Credit reference agencies for the purpose of checking the details that you have provided us with are correct and to obtain further details (as set out above).
- Payment providers to take payment from you.
- Insurance brokers, providers, and underwriters for the purpose of arranging insurance policies.
- Digital (Email) marketing services to allow us to send marketing communications to you.
- Professional advisers acting as processors or joint controllers including lawyers, bankers, and insurers.
- IT system providers to provide our systems including for the purposes of hosting and support.
- Police or other such regulatory authority as part of an investigation or otherwise for legal or regulatory purposes.
- Dispute Resolution agencies for the purposes of dealing with any complaints.
- UK law enforcement agencies and third-party security companies for the purposes of ensuring that we comply with the law and have adequate security measures in place.
- We may disclose your personal information with third parties to comply with any legal or regulatory obligation or request. This includes exchanging information with other companies for the purposes of fraud protection and credit risk reduction.
- We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.
- We also share your personal information with third party payment processor Stripe
- If we sell or buy any business or assets, we may disclose your personal information to the prospective seller or buyer of such business or assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation
- Fraud Prevention and other checks. If false or accurate information is provided and fraud is identified or suspected, details may be passed to fraud prevent agencies.
- As a Renter we will share your following personal information with Letting Agents and they in turn will share with landlords to facilitate assessment of your rental applications.

Your rights

Under the General Data Protection Regulation (EU) 2017/676, You have the following rights in relation to your personal data:

- Right to Rectification
- Right to be forgotten
- Right to restriction of processing
- Right to data portability
- Right to complain
- Right to object to discussions based solely on automated processing

Further information can be found here:

<https://gdpr-info.eu/>

Cookies and homehere

homehere uses cookies to distinguish you from other users and tailor your experience when you use our services. By continuing to use our platform, you are agreeing to our use of cookies.

We use the following cookies:

Operational cookies. These are cookies that are required for the normal operation of our service and enable you to log into the secure membership areas of our services.

Personalisation cookies. These are used to personalise our service content for you as you leave and return to our site and to remember your site settings and general preferences.

It is possible to disable cookies being stored on your computer by changing your browser settings, but our service will be affected and many important features will not be available to you, should you decide to disable cookies.

Cookie expiration

Except for affiliate cookies, our cookies expire when your browser or app is closed, or you choose to clear your cookies manually.