

RentSquare Privacy Policy

1. About us

1. Welcome to RentSquare.io and our related applications (our “Site”). Our Site is owned and operated by RentSquare Limited (‘we’, ‘us’ or ‘our’).

2. RentSquare Limited is a company registered in England and Wales with number 09556605. Our registered office is 14-22 Elder Street, London, E1 6BT, United Kingdom.

3. RentSquare Limited is registered as a data controller with the Information Commissioner's Office (registration number ZA130332) in relation to the processing of any personal information in connection with our services.

4. Our Privacy Policy explains the information we collect about you and the steps we take to ensure your information is kept secure and confidential. It should be read together with our Site Terms and Conditions of Use.

If you have any queries relating to our use of your personal information or any other related data protection questions, please contact us at hello@rentsquare.io.

2. What is this Privacy Policy for

2.1 Purpose. RentSquare is committed to ensure that your privacy is protected. We process your personal data in accordance with the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and other applicable privacy laws. Your privacy and trust are the most important things for us, so we will only collect and use your personal data as we say in this Privacy Policy.

2.2 Do you agree with this Privacy Policy? Please read this privacy policy (“Privacy Policy” or “Policy”) before using our Site. By using our Site you are confirming that you have read, understood and agree with the Policy.

2.3 Updates. We may change and update this Policy from time to time and we show the effective date of the currently applicable Privacy Policy at the bottom of the page and are binding from the day they are published. We recommend that you revisit this page regularly to keep up to date and to make sure that you are happy with changes.



2.4 What this Privacy Policy covers and what it does not cover. Our Privacy Policy applies to you when you use RentSquare.io ("Site") or our software, services or application programming interfaces available on or through our Site (including when we collect personal data from a property).

This Privacy Policy provides information on:

- (a) why we collect, store, share and use personal data (such as information that identifies, relates to or describes you, or which is capable of being associated with you);
- (b) what personal data we collect;
- (c) the choices we offer, including how to access, update and request we delete your personal data; and
- (d) our use of cookies and how you may disable such cookies.

This Policy doesn't apply however to the practices of companies that RentSquare does not own or control. You will be subject to their terms and conditions of use and privacy policies of these websites or companies when you are accessing them.

3. Information we collect or receive and how we use it

3.1 RentSquare Rent Calculator

3.1.1. We collect information about the property you are enquiring about. This includes (i) general information about the property such as the postcode and complete address, number of bedrooms, bathrooms, living room,...; (ii) your relationship with this property; (iii) more detailed information about property features,...; and; (iv) details about when current tenancy started.

We use this information to understand and verify our results.

3.1.2. We also collect your name, phone number and email address when you register with us. This information is used to contact you with the information you have requested.

When you supply your email address we also give you the option to opt into our mailing list. We hate spam, so we usually send out our newsletter every month.

We may also contact you directly to ask you for feedback on the calculation you received or to ask you feedback on the services we are developing.

3.1.3. If you wish to stop receiving RentSquare emails, you can do so at any time by emailing us on hello@rentsquare.io or clicking 'Unsubscribe' at the bottom of the emails you receive from us.

3.2 Blog

We collect your email and IP addresses if you leave a comment as a participant on our Blog. We use: (i) your email address to send you a copy of your comment or any response; (ii) your email and IP address for admin, troubleshooting and investigatory purposes; and (iii) your email and IP addresses in accordance with clause 3.6 below. When you register, you can choose whether to permit your email address to be viewable by other users of the Blog.

We do not pre-moderate content posted on our Blog or any of the communications between our users. However, we may record and use particular communications that are posted in connection with any investigation of any possible misuse of the Blog or any other communication systems that we operate.

3.3 Facebook Good Renting in London Group

We may collect personal information from you when you join the Good Renting in London Facebook group where we publish available properties. This is for internal purposes so we can understand the users using the group page.

We don't pre-moderate content posted on this group or any of the communications between our users. However, we may record and use particular communications that are posted in connection with any investigation of any possible misuse of the Facebook Group or any other communication systems that we operate.

3.4 Other Social Media

We may visit your profile when you follow us through Social Media channels (i.e. Twitter, LinkedIn, Google +,.. We might interact directly with you through direct messages and/or public conversations. The policy privacy of those channels will apply in this case.

3.5 Other Contact Forms in 'Our Services' page

3.5.1. We collect information about the property you are enquiring about. This includes general information about the property. We use this information to create an initial calculation for the property.

3.5.2. We also collect your name, phone number and email address when you register to calculate the price. This information is used to contact you back with the rent calculation and more information on the services you enquired.

When you supply your email address we also include you on our CRM and other systems to track our communications with you and make sure any email you send us is not left unresponded.

3.6 Tenant-finding services

3.6.1 If you decide to rent out a property that you own through RentSquare we have to collect information about the property as well as your personal details. We will collect the following information:

- (i) general information about the property;
- (ii) personal information which might include form of ID and proof of address;
- (iii) we will run a Land Registry search run on the address to prove your right to be renting out this property;
- (iv) information about current suppliers of utility services for the property;
- (v) we will solicit a copy of your property's keys;
- (vi) we will take photographs and make public detailed information regarding the property to be able to advertise it;
- (vii) we will collect your bank details information to transfer rent amount;
- (viii) we will keep a copy of the tenancy contract, deposit protection scheme information and inventory for our records for the length of the tenancy and 5 years after its termination.

3.6.2. We collect this information and will make part of it available to be able to run our tenant-finding services. We may share information with:

- (i) Land Registry to certify your right to rent out this property;
- (ii) Property advertising portals (i.e. Zoopla amongst others to our discretion);



(iii) Owned and not owned social media channels;

(iv) Third parties that we solicit to make your property market ready (i.e. photographers, and contractors when agreed with you directly);

(v) Prospective tenants who show interest in viewing or making an offer to rent the property;

(vi) Deposit Protection Scheme;

(vii) Inventory company and clerk; and

(viii) Feedback gathering company (i.e. Feefo)

3.7 Renting a new property through RentSquare services

3.7.1. If you decide to make an offer to a property that RentSquare is advertising we will collect the following information from you:

(i) What are your plans when living in the property (i.e. how many renters will be living there, length of tenancy you will be looking for, current employment circumstances, etc,...);

(ii) Description about yourself that will be shared with the Landlord;

(iii) Income and/or savings information to calculate the affordability for the property you intend to rent;

(iv) Original and copy of Identification documents for Right to Rent Checks as required by law;

(v) We receive personal information you have given to third party portals through which you got in touch to request a viewing for the property, we use that information to book an appointment to view the flat;

(vi) we will keep a copy of reference checks information and supplied documentation, the tenancy contract, deposit protection scheme information and inventory for our records for the length of the tenancy and 5 years after its termination.

3.7.2. We will have to run reference checks on all tenants over 16 years old taking a tenancy for a flat RentSquare is letting. In this case we will request the following information:

(i) Authorisation to run a reference check on your background of credit, employment and rental history;

(ii) Personal information and providing documentation (i.e. form of ID, proof of address and user-generated credit reports);

(iv) Employer's and Landlord's/agent's contact details to confirm the information you give us as part of the reference check;

3.7.3. As part of the reference check process we will have to share your personal information, when authorised by you, with:

- (i) The landlord of the property you intend to start the new tenancy;
- (ii) A credit score data collector (i.e. Experian Ltd. and Call Credit);
- (iii) Your current employer;
- (iv) Your current landlord/agent;
- (v) Deposit Protection Scheme.

3.8 On-demand repair services

If you choose to use our on-demand repair services, there are additional terms and conditions that govern those. But please note that we will have to transmit the landlord's personal information, the tenant's personal information as well as detailed information about the property, its fixtures and features to request quotes or repairs directly to our partners who will carry out the works.

3.9 Internal reporting, insight and analysis

We may also use the information referred to in this clause 3 to generate aggregated, anonymised data for the purposes of internal reporting, insight and analysis, enabling us to improve our Site, our rent calculations and the services we offer. Where necessary this exercise may be carried out on our behalf by a third party – please see clause 4 below.

3.10 How we treat and use your information

RentSquare.io way of operating is governed by the following code of practice:

- Any information about you, including contact details (as opposed to aggregated or anonymised user behaviour data), we gather while operating our Site shall not be tracked or otherwise used by RentSquare (except for internal reporting, accounting or compliance purposes) without your informed consent and the express permission of RentSquare's CEO;

- If you give separate informed consent for your information to be shared across the RentSquare services, it may then be used to speed up form filling, or to personalise, or improve your experience when you are renting a property through RentSquare;
- Any of your information, including contact details, gathered while operating our Site shall not be sold to third parties or used for the purposes of unsolicited communications from other parts of RentSquare's services.

4. Disclosure of the information we collect

The personal information you enter when registering on our Site or that we collect when you use our Site is confidential and except in the circumstances mentioned below, we will not disclose it to any third party.

We may disclose the information described at clause 3 to a third party in the following circumstances:

- If required or permitted to do so by law;
- If required to do so by any court, the Financial Conduct Authority or any other applicable regulatory, compliance, governmental or law enforcement agency;
- If necessary in connection with legal proceedings or potential legal proceedings;
- If ownership of all or part of our Site is transferred, in which case any purchaser would only be entitled to use that information in a way consistent with this Privacy Policy; and
- Our technical partners for the purposes of enabling your interaction with RentSquare's Personalised Tools and/or as described in clause 3.9 and 3.10 above. Under no circumstances will those third parties be permitted to use your details for their own marketing purposes.

5. Your control and access over your personal data

Under data protection legislation you have the right to request a copy of the personal information we hold about you, to have any inaccuracies corrected and have this data be destroyed. At our discretion, we will require you to prove your identity with two pieces of approved identification. We will use reasonable efforts to supply, correct or delete personal information about you on our files upon your request.

Please address requests and questions about this to us at hello@rentsquare.io.

6. Cookies

We use cookies (files which are sent by us to your computer or other access device) in our Site. Many of these improve the functionality of our Site and the Calculator.

The information derived from our use of cookies will be aggregated to provide statistical information about the usage of our Site. However, we do not use any information derived from cookies, nor any IP addresses we collect, to identify any individual user of our Site.

Rejecting cookies may prevent you from taking full advantage of the Site and may stop this Site from operating properly when you use it. You may be unable to complete a transaction with us on this Site. If you do not consent to use of the cookies, you must disable the cookies by deleting them or amending your cookie settings on your computer or you must stop using this Site. You can get more information on Cookies at AllAboutCookies.org

7. Links

Our Site contains links to third party websites that are not subject to this Privacy Policy. We recommend you read the privacy policy of those websites to understand the Privacy policies they apply.

8. Security Policy

Keeping information about you secure is very important to us so we store and process your personal information in accordance with the high standards required under data protection legislation. From time to time and for operational reasons the personal information we collect from you may be transferred to and stored in countries outside of the European Economic Area (“EEA”). Your information may also be processed by some of our service providers who operate outside the EEA. We use these service providers (which may include some based in the USA) to help us provide products and services to you. When we appoint suppliers we take care to ensure that they have appropriate security measures in place. However, different countries have different data protection and security laws and some of these do not offer the same level of protection as you enjoy under UK data protection legislation.

We also use a third party email provider to store emails you send us. Our third party email provider is G Suite and their privacy policy is available here:



<https://policies.google.com/privacy?hl=en> Emails you send us will be stored within OR outside the European Economic Area on our third party email provider's servers.

During the letting process, we use a third party provider called DocuSign for the electronic signing of documents. The information which DocuSign has available is limited to: tenant name, tenant email and the tenancy agreement itself. DocuSign's privacy policy is available here: <https://www.docusign.com/company/privacy-policy> The DocuSign service is operated using servers hosted in the USA.

We use MailChimp as our marketing automation platform. If you agree to use our service and receive our updates then your email will be transferred to MailChimp for processing in accordance with their privacy policy - available here <https://mailchimp.com/legal/privacy/>

Finally you may complete a registration process when you sign up to use parts of our Site. This may include the creation of a username, password and/or other identification information. Any such details should be kept confidential by you and should not be disclosed to or shared with anyone. Where you do disclose any of these details, you are solely responsible for all activities undertaken on our Site where they are used. To protect your account, we ask you to choose a strong password to access your data on our Site. A strong password should include a mixture of letters and numbers. Your password can only be reset with access to the email address registered in our system.

We do our best to keep the information you disclose to us secure. However, we can't guarantee its security. By using our Site you accept the inherent risks of providing information online and will not hold us responsible for any breach of security.

Effective as of: 22 May 2018