
PRIVACY POLICY

BACKGROUND:

This file will tell you how we use, store, share, and protect information that you entrust us with. It also serves to protect your rights under General Data Protection Regulation.

CribAdvisor, hereinafter 'Our Site' (www.cribadvisor.uk) is owned and operated by CribAdvisor Ltd. a limited company registered in England under 12117775 whose registered address is Sparkhouse, Ropewalk, Lincoln, LN6 7DQ.

This Privacy Policy applies only to Our Site. CribAdvisor may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we recommend you check the privacy policies of any such websites before providing them with any of your private information.

How Do We Protect Information and Privacy That You Share With us?

- Our aim is to offer advice, assisting users in making an informed decision as to the type/kind of student accommodation they want to live in, and also what user ratings of landlord, letting agents and halls providers (hereinafter 'providers') of various student accommodation options are. To provide such advice, we collect personal information from people who are willing to share their experiences as tenants and those who are willing to share basic information about themselves as providers. We respect and value the privacy of everyone who visits www.cribadvisor.uk ("Our Site").
- CribAdvisor is a website which provides information about providers and tenants who respectively offer, or make use of student accommodation. Our Site is committed to protecting your privacy. We will keep your personal information confidential and secure, and we will keep this data only for as long as you want to use our website. You may revoke your consent to the processing of your personal data whenever you want, and by deleting your profile, or contacting support@cribadvisor.uk, your data will be deleted from our system (although this may take up to 3 working days).
- If you are unable or unwilling to provide some or all of the requested information, CribAdvisor will unfortunately be unable to provide you with our service. Please note that we do not collect personal information from third parties.
- We will use all information that you provided to us with care and it will only be shared if we are required to do so by Law (for example a court order). Exceptions: If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party.

What Is Personal Data?

- Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’. Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

Your Data Protection rights.

You have certain rights under the GDPR. These include the right to:

- Ask for a free copy of your personal information in a portable format by contacting us.
- Stop us sending you marketing material about our services.
- Rectified your personal data if anything is inaccurate or incomplete.
- Ask us to restrict processing of your personal data.
- Restrict (i.e. prevent) the processing of your personal data.
- The right to withdraw consent.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

It is important that your personal data is kept accurate and up-to-date. Please keep us informed about changes to your personal data.

How Do We Use Your Personal Data?

Under the Data Protection Legislation, we must always have a lawful basis for using personal data.

- E-mail (personal, student, business) - legitimate interest. We will use e-mail address(es) that you provide to verify if you are a student or a provider. Your private email will only be used to the extent that it is your preferred method of communication. We will only e-mail you information you consented to, (i.e. marketing e-mails), and other pertinent and necessary information (i.e. changes to our Terms and Conditions or Data Protection and Privacy etc.).
- If you are a student user, the information that you provide about your provider will be published – legitimate interest in serving the primary purpose of Our Site. By sharing your experiences with us we have the right to publish that information but it is your responsibility to make sure that the information provided is accurate.
- If you are a provider, the information that you provide pertaining to each ‘provider page’ you manage will be published- legitimate interest in ensuring information about your services are accurate. You will be asked to consent to

such information being published when you fill out a survey for each 'provider page' you manage.

- The information provided by both students and providers in their responses to survey questions may also be aggregated with the information provided by other similar users to contribute to statistical reports compiled by CribAdvisor for analysis by users and selected third parties (such as educational institutions), although no identifying data such as usernames or email addresses will be made available.
- With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, this may include contacting you via e-mail with information, news, and specific offers on our services. You will not be sent any unlawful marketing or spam. We will always work to fully respect and protect your rights and comply with the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

How and Where Do We Store or Transfer Your Personal Data?

We keep all of our data encrypted, and it will only be stored or transferred within the EU, meaning that it will be fully protected under Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003. We use trusted third party providers to store any data externally, you can see information about them and their security from their own websites:

- To store our working data (like reviews and information collected for provider pages) we use Mongo DB Atlas. See more information here <https://www.mongodb.com/cloud/trust>.
- To store provider names, usernames, passwords and email addresses we use Auth0. See more information here <https://auth0.com/privacy>, <https://auth0.com/security/>.
- To store email addresses for the purpose of emails for the functioning of Our Site we use SendGrid. To store email addresses that have consented to receive marketing emails we also use SendGrid. See more information here <https://sendgrid.com/policies/security/>.
- To store documents and images submitted by providers during the 'SAP provider page survey' we use Amazon S3. See more information here <https://docs.aws.amazon.com/AmazonS3/latest/dev/DataDurability.html>, or on GDPR here <https://aws.amazon.com/compliance/gdpr-center/>.

How To Get More Information.

If you would like more details on how we ensure your privacy, please contact us. We are more than happy to provide you with more information about how we store, use, and share your information.

Complaints.

If you have any complaints about the way we have handled your personal information, please contact us at the address given above. You also have the right to refer your complaint to the Information Commissioner.

Contact details.

To contact us about anything with regard to your personal data and data protection, including to make a subject access request, please use the following details:

Email address: support@cribadvisor.uk

Telephone number: 07941478810

Changes To This Privacy Policy.

We may change this Privacy Notice from time to time. This may be necessary if the law changes, or if we change our business in a way that is impacted upon by the GDPR. Any changes will be immediately posted on Our Site and we will contact you to accept the terms of the new Privacy Policy. However, as all updates might take time, we recommend that you check this page regularly to keep up-to-date. This Privacy Policy was last updated on 20 January 2020.