

ONLINE APPLICATION TERMS AND CONDITIONS

By submitting this application you are requesting accommodation in your selected property. Applications will be allocated on a first come - first served basis and subject to suitability checks. Provisional allocation does not guarantee a Tenancy Offer.

Once we receive this application, we may contact you to confirm your details and perform eligibility checks. You may be required to provide proof of ID and affordability.

Once these checks are completed, we will send you a Tenancy Offer via the online system and you will be notified via e-mail. It is the customer's responsibility to check their accommodation status, read & accept the Tenancy Offer Terms & Conditions. While we endeavour to make sure that we meet the preferences of all of our customers, we cannot guarantee that all of them will be met, especially in terms of your preferred layout or location of the room or the type of your flatmates.

Your Tenancy is not finalised and accommodation is not guaranteed until you accept the Tenancy Offer Terms & Conditions and make the required payment. Urban Sleep Ltd reserve the right to withdraw your Tenancy Offer if it has not been accepted within the required timescales or if you do not meet the required criteria.

Where the Tenancy is for a Room in a shared apartment, every Tenant needs to enter into an individual Tenancy Agreement with the Landlord using the Online System.

If you have any questions with regards to your application, please contact 0151 708 7000 or info@urbansleep.co.uk

This application is not a Tenancy Agreement and not a legal contract of any kind.

PRIVACY POLICY & DATA PROTECTION

Urban Sleep Ltd are bound by the Data Protection Act 1998 as well as other laws that impose specific obligations in regards to handling personal information that directly or indirectly identifies a person.

Urban Sleep Ltd is committed to protecting the privacy of personal information. The policy supports the need to collect information and the right of individual to privacy.

Urban Sleep Ltd can collect personal information while recognising the right of individuals to have their information handled in ways that they would reasonably expect and in ways that protect the privacy of their personal data.

Urban Sleep Ltd uses your personal information for responding to your enquiries, providing services to you and managing our relationship with you. Urban Sleep Ltd will also use the information to:

- Notify you of changes we are considering or planning to make and any alterations to our operations schedules and to our processes.
- Help us improve our services and carry out our Landlord obligations stated in this Tenancy Agreement
- Inform you about our services and those provided on our behalf by 3rd parties which includes but is not limited to contractors, subcontractors, consultants and other parties employed or contracted by us

- Contact you about services and facilities available from Urban Sleep and associated 3rd parties
- Access to your information will normally be limited to the Landlord. However, there may be occasions when Urban Sleep Ltd discloses your details to partnering agencies.

By accepting these Terms & Conditions, you consent to Urban Sleep Ltd referring you to another service, or 3rd party for activities that require us to share your contact and background information with the organisation that provides the service. Examples of this include but are not limited to providing your details to designated utility, data, communications providers, local authorities, our maintenance, security and emergency response suppliers, insurance companies.

Urban Sleep Ltd will share specific and relevant information with law enforcement and government agencies or public bodies where we are legally required to do so. Examples may include:

- The prevention or detection of crime and fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax or duty owed to customs and excise
- Sharing in connection with legal proceedings
- Sharing in relation to the physical or mental health of an individual, where disclosure is required to protect them or others from serious harm
- Research and statistical purposes

We may also share your information with emergency services and local authorities, where this is necessary to help them respond to an emergency situation that affects you.

Urban Sleep Ltd may share your personal information with our suppliers who enable us to provide services to you, or who provide services on our behalf. Examples of those suppliers include, but are not limited to:

- specialist maintenance contractors who carry out work in Tenants' apartments;
- the contractors who handle your out of hours services;
- companies that assist us in mailing out our notices and letters.

The data shared is the specific information the supplier requires to carry out their task, as well as any information that ensures we fulfil our health and safety obligations to the people carrying out the task.

Urban Sleep Ltd remains responsible for the fair and lawful processing of personal data shared with suppliers. We ensure this occurs through setting up contracts with our suppliers that meet data protection requirements.

Partner Agencies - Urban Sleep Ltd may enter into partnerships with other organisations such as internet suppliers therefore your data will be shared, however before doing this Urban Sleep will enter into a formal data sharing Agreement to govern the process and ensure it is lawful.