

Privacy Policy

Introduction

Gradstay values the privacy of our users. This privacy policy explains how we collect, use, and protect the personal information you provide when using our website, [website URL]. By using our services, you agree to the terms outlined in this policy. If you do not agree with these terms, please refrain from using our site.

We reserve the right to modify this policy at any time. Changes will be posted in the updates section of this policy. By continuing to use our services after changes are posted, you accept the revised policy.

Our Contact Details

Telephone: +44 7388032212

Email: info@gradstay.com

What Information We Collect, Use, and Why

We collect and use the following information to provide services and goods, including delivery:

- § Names and contact details
- § Date of birth
- § Payment details (including card or bank information for transfers and direct debits)
- § Account information
- § Website user information (including user journeys and cookie tracking)

We collect and use the following information for the operation of customer accounts and guarantees:

- § Names and contact details
- § Payment details (including card or bank information for transfers and direct debits)
- § Account information, including registration details

Lawful Bases

Our lawful bases for collecting or using personal information to provide services and goods are:

- § Consent: When you provide explicit consent to use your information.
- § Legal obligation: When we are legally required to process your information.
- § Legitimate interest: We collect information to facilitate the introduction between students and landlords. Students earn money from making these introductions.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

- § Consent
- § Legal obligation

Where We Get Personal Information From

- § Directly from the people using our services.

How Long We Keep Information

Data class	Retain for	Action on Retention expiry	Comments
Customer contact information	18 months	Delete or anonymise	Retained for customer support and marketing follow-ups
User Account Information	18 months after account closure	Delete or anonymise	Necessary for potential reactivation and legal reasons
Transaction Data	4 years	Delete or archive	Required for accounting and auditing purposes, in compliance with UK law.
Payment information	Until transaction is completed	Delete	Payment processors handle this data; we do not store it.
Property Listings Data	6 years	Delete or archive	To allow for re-listing and analysis of rental trends
Landlord Consent Records	18 months	Delete or archive	Retained for legal compliance and proof of consent
Communication Records	2 years	Delete	To resolve disputes and improve service quality
Marketing Data	3 years	Delete or anonymise	Retained for targeted marketing and user experience improvements.
Analytics and Usage Data	6 years	Delete or anonymise	Used for improving platform and user experience
Compliance and Legal Records	3 years	Archive	Necessary for compliance with regulatory and legal requirements

We retain personal data only for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, reporting requirements.

Your Data Protection Rights

Under data protection law, you have rights including:

- § **Your right of access:** You have the right to ask us for copies of your personal data.
- § **Your right to rectification:** You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- § **Your right to erasure:** You have the right to ask us to erase your personal data in certain circumstances.
- § **Your right to restriction of processing:** You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- § **Your right to object to processing:** You have the right to object to the processing of your personal data in certain circumstances.
- § **Your right to data portability:** You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- § **Your right to withdraw consent:** When we use consent as our lawful basis, you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to Complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice. You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Information Security

We take technical and administrative precautions to protect your data. However, we cannot guarantee its safety against all types of fraud or misuse. By providing personal information, you acknowledge the inherent risks involved.

Cookies, Trackers, and Online Ads

We use cookies, trackers, web beacons, and similar technologies to enhance your experience on our website. These technologies help us customise the site and improve functionality. You can manage cookie preferences through your browser settings.

External Links

Our website may contain links to third-party websites. Once you leave our site, we are not responsible for the privacy practices of these external sites. Please review their privacy policies for more information.