

# Urban Creation Terms and Privacy Policy

This website is provided by Urban Creation Limited “Urban Creation” and is subject to the following terms and conditions. By accessing and using this website you are deemed to have read and accepted these Terms.

Urban Creation reserves the right to change, modify, add or remove portions of these Terms at any time without prior notice and the revised Terms will be deemed to apply at the time of your use of this website. You should check these Terms every time you visit this website to review the Terms applicable to your current use of the website.

The information contained on this website is given in good faith and for general information and interest purposes only. Urban Creation uses all reasonable care in the preparation of the content of this website and intends that the information is accurate at the time it is uploaded. Such information can be subject to change and Urban Creation makes no guarantee, representation or warranty as to the accuracy of the information given. Urban Creation assumes no responsibility for any errors or omissions in the content of this website.

Urban Creation operates a Privacy Policy that is set out below. This Policy forms part of these Terms and complies with principles set out in EU General Data Protection Regulation.

## **Main terms:**

- We respect your privacy.
- We will always make it clear why you are receiving communication from us. From time to time, we may also contact you with information about your current tenancy or stay at one of our properties.
- We will collect and use individual details only where there is a legitimate business interest, such as being able to manage your current tenancy with us.
- We will be clear with you in regards to what information we will collect and what we will do with it.
- We will delete any information securely if requested by you to do so.

## **When we collect your data and what we will collect**

We will collect your data when you request or enquire about one of our properties. This includes both student accommodation and serviced apartments.

## **We will do our best to protect your privacy therefore:**

- We make sure we have the appropriate security measures in place.
- We make sure when another organisation provides a services for us that they also have the appropriate security measures.

## **We will collect information on you when:**

- You enquire about one of our properties
- When you sign up to use one of our services
- Through web cookies

## **We only use your personal data to:**

- Enter into a contract with you
- Where it is appropriate under legitimate interests
- To remember your preferences

- We do not collect more information than necessary to fulfil our business purposes. Nor will we retain it for longer than required.

## How we use your information

We collect various types of information about our users:

1. To provide our products and services
2. To monitor online website patterns and website usage to help us continually improve.
3. To tell you about our services, when there is a legitimate business interest to do so.
4. Storing details and financial information

We will normally store information for 7 years for accounting purposes. If there is a need to store this data for longer then we will retain the data for as long as necessary.

Your account will remain active with us until you no longer reside at one of our properties. We have to hold the details of those people who have requested a service in order for us to provide this.

We do not store any of your personal financial details. We only hold invoicing and account information as required.

To process financial payments you may wish to pay online via online service providers.

## Social media

We use third party providers, Hootsuite and Buffer to manage all our social media accounts.

For more information about Hootsuite and their privacy policy, please click [here](#).

For more information about Buffer and their privacy policy, please click [here](#).

## Website management

We use a digital marketing agency Varn, to help run our website and manage all digital marketing activities. For more information on their privacy policy, please click [here](#).

## Booking Portal

We use Bunk, an online property booking portal to manage all of our bookings, viewings and tenancies. For more information on their privacy policy, please click [here](#).

## Email platform

We use MailChimp to send all our marketing emails such as newsletters and hosted landing pages. For more information on MailChimp's privacy policy, please click [here](#).

## Unsubscribing

You have the right to unsubscribe from any of our email communication at any time.

To unsubscribe, please email [isturgess@urban-creation.com](mailto:isturgess@urban-creation.com) including the subject line 'unsubscribe'.

For any email marketing, please click on the 'unsubscribe' link at the bottom of the email. We will process this as soon as we receive it.

## Access to your information

You have the right to access all personal data we hold on you. To access this, please send us an email to [studentproperties@urban-creation.com](mailto:studentproperties@urban-creation.com) ensuring that the subject line states 'Subject access request'.

On receipt of your request we will respond within one month. We will provide you with the information electronically via PDF or Microsoft DOC.

You can also send us a written request to:  
Urban Creation  
5 Park Street Avenue  
Bristol  
BS1 5LQ

## Digital visitors to our website

We use files known as 'cookies' on our website. We use these to:

- Provide optimal use of the site with temporary session cookies.
  - These then disappear when your session ends.
- We also use Google Analytics who use cookies and codes on the site to gather data about usage, patterns and frequency of visitors to our site.
  - This provides statistical information about various usage patterns to help us improve our services to you.
- For more information about Google Analytics privacy statement please click [here](#).

## Property information

All areas, measurements and distances are referred to as a guide only. Room dimensions should not be used to determine the measurements for appliances or items of furniture. For the purposes of the Property Misdescription Act 1991, Urban Creation reserves the right to alter and amend specifications and layout without notice.

The information on this website should not be relied on and does not constitute any form of advice or recommendation. Nothing on this website is intended to be nor should be construed as an offer to enter into a contractual relationship.

## Third parties

This website may carry hypertext links to websites operated by third parties for reference and information purposes only. Urban Creation has not reviewed and does not review the websites that may be linked to this website and is not responsible for the content of, nor accepts any liability arising in respect of, any other websites that are not under the strict control of Urban Creation. The presence of links to other third party operated websites shall not be deemed to be a recommendation by Urban Creation of such websites nor of any advice or information posted to them.

These Terms cover Urban Creation's own website at [www.urban-creation.com](http://www.urban-creation.com) and do not cover any third party operated websites that may be linked to this website.

You may not create a link to this website from another site or document without the prior written consent of Urban Creation.

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## Software

Urban Creation does not guarantee that use of this website will be compatible with all hardware and software that may be used by visitors to the website. Urban Creation accepts no liability for any damages or viruses that may infect your computer equipment, software or other property as a result of your browsing or use of this website or your downloading of any material. You are advised to take all appropriate safeguards before downloading material.

The information on this website is intended for use by UK residents who are interested in buying or renting a property from Urban Creation. Urban Creation shall have no liability whatsoever to

visitors from either the UK or any other jurisdiction who view the information contained on this website for any other purpose.

If any provision of these Terms is deemed unlawful, void or for any other reason unenforceable, then it shall be severable from these Terms and shall not affect the validity and enforceability of the remaining provisions.

This website is controlled and operated by Urban Creation Limited from the United Kingdom and is subject to English Law. These Terms shall be governed by and construed in accordance with English law and the English and Welsh courts shall have exclusive jurisdiction to settle any disputes arising from these Terms or any of the content on this website.