

Contractor and Third Parties Privacy Notice

1. Introduction

Unite Students (registered as Unite Integrated Solutions) is a subsidiary of The Unite Group plc and is the data controller for the personal data we process unless otherwise stated within this notice. We are the UK's leading provider of student accommodation and are registered with the Information Commissioner's Office (ICO). This privacy notice has been designed with our contractors and third-party workers in mind.

This notice covers personal data collected by Unite Students that can identify you as an individual or is capable of doing so. It does not cover general, statistical, aggregated or anonymous information or personal data collected by third party organisations outside of our instruction, or individuals or other websites which any Unite Students websites may link to. Where third parties collect your personal information their own privacy notices will apply. We encourage you to read their privacy notice to understand how they process your information.

You can contact the Data Protection Team or Data Protection Officer about this notice, or about the way we process your data.

- Write to us at: The Unite Group plc ,1st Floor, Welcome Building, Avon Street, Bristol, BS2 0PS
- Email us at dataprotection@unitestudents.com

2. Information we collect about you

Unite Students is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to current and former contractors, agency workers and sub-contractors, including limited company contractors and service providers. References in this notice to 'you' or 'your' refer to the data of the individual's engaged by Unite Students or Unite Group and its subsidiaries. This notice does not confer, imply or create any direct contractual relationship between Unite Students and any individual engaged or employed by any service providers, nor does it form any contract of employment or other contract to provide services. We may update this notice at any time. For the avoidance of doubt, we are required by law to issue this notice to all individuals for which we hold personal data and the issuing of this notice does not alter the terms of any contracts we have agreed with you and does not alter the status under which we have contracted with you.

We may collect, store, and use the following categories of personal information about you:

- a. Personal details such as your title, forename, middle name(s) and surname, preferred name, any additional names, gender, nationality, date of birth, age, home contact details (e.g. address, telephone number, e-mail),
- b. Data related to your engagement with Unite Students: work contact details (e.g. address, telephone number, e-mail), work location, ID number and various system IDs, reporting line, worker type, hire/contract start and end dates, cost centre, role title and role description, qualifications, vehicle number plate, photographs, termination/contract end date; references, status (active/inactive/terminated); the reason for any change in role and date of change,
- c. Login credentials,
- d. Leave information: holiday dates,
- e. Identity documentation such as a driving licence or passport,
- f. information gathered via competency process such as that entered a CV or included in a competency cover letter, training certificates and or identification documents
- g. References from previous employers or existing customers as required
- h. National Insurance numbers where required legal purposes,
- i. Screening certificate numbers and criminal convictions in the form of DBS where required for legal or employment purposes,
- j. Checks or evaluations as required to meet the performance of the contract,
- k. Monitoring data including, Closed Circuit television footage, system and building login and access records, download and print records,
- l. Contractor claims and complaints including incident reporting and disclosures, investigation of complaints by or regarding contractors,
- m. Marketing preferences and opt in status,
- n. Location of work we have assigned to you or your employer,
- o. Customer reviews and feedback following the completion of a job or case,
- p. Performance and work quality assessments,
- q. Records of assigned jobs allocated and completed jobs. This includes SLA compliance, missed appointments, working locations, sign in/sign out etc,
- r. Your activity on our digital platforms including your behaviour, and the pages you visit,
- s. Job or attendance related information that you provide through our free text boxes, emails and instance messaging services, such as Chatter,
- t. Certifications and certificates,
- u. Equality and diversity data - where permitted by law, data regarding ethnicity, gender, age, race, nationality, religious belief, community background and sexual orientation.

3. Collecting Your Data

Unite Students collects and records your personal information from a variety of sources, including:

- a. From Your Employer: We will receive information directly from outsourced service providers and agencies that you are employed by,
- b. Third party service: We may also obtain some information from third parties, for example to carry out a background check or if securing references as part of the role offer,

- c. By you: You will supply us with your information where necessary, either in person or via electronic means to support, schedule your work or validate your identity,
- d. Monitoring Systems: Your personal data may also be collected indirectly from monitoring devices such as building or location access controls and CCTV. This type of data is not accessed on a routine basis. Personal data collected by these systems may be reviewed in situations where Unite Students is investigating violations of processes or conduct.
- e. When you interact or communicate with us with us for business purposes, in order to perform professional services, engage in procurement processes, tenders, receive promotions or participate in a partnership we will process your data to maintain and further our relationships,
- f. Through our Digital Platforms where we have granted you access in line with a contract or partnership agreement or to facilitate our commercial arrangements.
- g. Our customers may submit reviews or raise complaints regarding the quality of work quality of service,
- h. Our Employees may collect information regarding performance and work quality in the course of the service being undertaken.

Mandatory Data Collection: Where we ask you to provide personal information to us on a mandatory basis, such as identity documentation, we will inform you of this at the time of collection and why it is necessary. If information is required by contract or law this will be indicated. Failure to provide any mandatory information or documentation may mean that we cannot carry out certain processes and may result in us being unable to continue with your engagement as we will not have the personal information necessary to manage our engagement with you.

All supplied information will be stored securely on our internal IT systems, cloud environments and secure restricted areas

4. **Purpose and lawful basis for processing:**

We process your data to comply with legal requirements, manage the services between you and Unite Students and for upholding compliance with legal obligations that Unite Students is subject to.

Purpose of Processing	Performance of contract	Legal Obligation	Legitimate Interest	Legitimate interest purpose
Recruitment and selection	Y	Y	Y	Unite Students has a legitimate interest to assess contractors for assignments, ensuring appropriate candidates are assigned to roles.
To collect identity documents or conduct identity checks of contractors and temporary staff where necessary		Y	Y	Unite Students has a legitimate interest to manage business operation in an effective way, ensure the security of the properties and right to work where necessary.
Allocating and managing duties, responsibilities and the business activities	Y		Y	Unite Students has a legitimate interest in managing its workforce and operating its business, including ensuring each contractor undertakes appropriate duties, undertakes their role correctly and in accordance with

				appropriate procedures and in undertaking normal business operations.
Identifying and communicating effectively with contractors, agency works and other individuals (you)	Y		Y	Unite Students has a legitimate interest in managing its workforce and operating its business including undertaking normal business operations and maintaining a dialogue with contractors. This includes ensuring that the Unite Students knows which individuals are on site, on location or working on its services to ensure appropriate security measures are taken.
To support administration, management, onboarding, offboarding, maintaining and processing records necessary to manage the contractor relationship	Y	Y	Y	Unite Students has a legitimate interest in managing its workforce and operating its business including ensuring that each contractor undertakes appropriate duties and their roles correctly in accordance with appropriate procedures
To enforce our legal rights and obligations, and for any purposes in connection with any legal claims made by, against or otherwise involving you	Y	Y	Y	Unite Students has a legitimate interest in protecting its organisation from breaches of legal obligations owed to it and to defend itself from litigation. This is needed to ensure that the company's legal rights and interests are managed appropriately.
To comply with lawful requests by public authorities (including without limitation to meet national security or law enforcement requirements), discovery requests, or where otherwise required or permitted by Law	Y	Y		
Compliance with employment, health and safety or social security laws (Special Category Data)		Y		
Manage and investigate any underperformance, failure to meet standards, complaints, incidents or failure of contract under relevant internal policies. This may include the processing of performance data and special category data where relevant to the particular investigation. We may also share and discuss our findings with your employer.	Y			
In order to evaluate proposals received in response to procurement quotations, tenders and awards when	Y	Y	Y	Personal data included in communications or contracts from representatives of an organisation will be retained for as long necessary to award the contract and perform ongoing contractual relationships.

going to market for new business relationships.				
To contact you as a representative of your employer about new booking cycles, initiatives, promotions and cooperate events etc.			y	We rely on legitimate interest to inform you of these opportunities, promote our brand and support you each year.
To create User accounts and allow you to log into our B2B digital platforms for the purposes of managing contacts, workloads assignments and Unit Students Business Administration when acting on behalf of your employer	Y			
To facilitate and manage platform chat functionality, including Salesforce Chatter.	Y			
To manage, monitor and administrate contractor workloads, the delegation of jobs, SLA's or overdue tasks	Y			
To ensure jobs are completed to an acceptable standard by Unite Students, our customers and act where necessary where work does not meet our standards.	Y			
To allocate jobs based on supplier operating location, job proximity and skill competency	Y			
To onboard and manage contractors and their employees, assign work orders, communicate instructions, and link individuals to completed work for auditing and validation. Limited customer information is shared only when necessary for safe service delivery.				
To demonstrate compliance to regulatory and compliance bodies.		Y		
To improve our digital experience within our B2B platforms			y	Personal data is processed to improve our digital experiences and supplier experience
To maintain system security and manage or review User access	Y	Y		

Some of our processing will involve processing categories of sensitive and special category information. This information will only be processed where:

- Explicit consent has been given,

- The processing is necessary for undertaking legal obligations and exercising the rights of you or Unite Students including:
 - employment law (including such laws which also apply to workers)
 - to protect your vital interests or of another person where you are physically or legally incapable of giving consent (for example in exceptional emergency situations, such as a medical emergency); or
 - for the establishment, exercise or defence of legal claims.

Personal Information relating to criminal convictions or offences will only be processed if required by law where an allegation of a criminal offence or conviction arises during your relationship with Unite Students. For example, where we have a legal or regulatory requirement to report an offence, or applicable laws authorise the Unite Students to process information about the offence for the purpose of making decisions regarding your relationship us.

5. **Who Has Access Your Personal Data:**

Your personal information can be accessed by or may be disclosed within Unite Students on a need-to-know basis to:

- a. Operational Teams,
- b. Human Resources,
- c. Compliance Functions,
- d. Employees responsible for managing or making decisions in connection with your relationship with Unite Students,
- e. Procurement teams managing commercial relationships with you or your employer
- f. System Administrators
- g. Sales Teams,
- h. Brand Teams.
- i. Third party processors.

Third Parties and processors:

In certain instances, we will also share your data with:

- a. Your employer where necessary to meet business need and expectations,
- b. Authorities where necessary to support incidents or investigations,
- c. Regulatory bodies where required under UK Legislation.
- d. Third party processors

Specific examples of third parties with whom we share data as at the date this notice was published include:

Oracle Fusion: To manage contractual relationships and terms. For comprehensive information regarding the processing of your personal data and your data protection rights, including the right to object, please refer to the privacy policy of Oracle, available at <https://www.oracle.com/uk/legal/privacy/>

Salesforce: To manage supplier and contractor communication, including the allocation and distribution of work orders. For comprehensive information regarding the processing of your personal data and your data protection rights, including the right to object, please refer to the privacy policy of Salesforce, available at <https://www.salesforce.com/company/legal/privacy/>

6. **Where is your data stored:**

Your data will be stored within Unite Students Cloud environments, IT systems and secure physical areas. Where your data is stored or processed outside of the UK and European Economic Area, we have implemented safeguards to your personal information including the European Commission's standard contractual clauses with the UK's transfer addendum and International Data Transfer Agreements.

7. **How long we store your data**

Unite Students will retain your personal information whilst you are providing services to us and for as long as it is required for purposes which it was collected or where necessary to uphold our legal obligations, whilst keeping it as up to date as possible and making sure that irrelevant or excessive data is deleted or made anonymous as required.

8. **How we protect your information**

We have many physical, electronic, and procedural security measures in place to protect your information:

- Personal data stored in our secure system is restricted, with additional access restrictions depending on the type of data being stored. We have strict security procedures covering the storage and disclosure of this information to prevent unauthorised access. Our employees can only access data that is appropriate and necessary for their role and we carry out identity verification checks before disclosing any personal information to approved parties.
- Where we use third party service providers, we disclose only the personal information necessary for them to deliver the required services. We carry out security due diligence to ensure they have satisfactory security and confidentiality measures in place, and contracts are in place to ensure they only use it for the purpose for which it was intended.

9. **Your rights in relation to your personal data**

You have various rights relating to your personal data, which we have summarised below.

We process and respond to all requests regarding personal data within one calendar month, but if the request is going to take longer to process, we will advise you of this.

We may ask for additional information to verify your identity to ensure we are sharing personal data with the correct person or that we believe is necessary to comply with a request. Please note that whilst we will

carefully assess every request we receive, we may not always have to comply. When this happens, we will explain why.

Your right to be informed

You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. Therefore, we are providing you with the information in this privacy notice.

Your right of access

You have the right to access the personal data we hold about you.

Your right to correct the personal data we hold on you

You have the right to correct, amend or update your personal data if it becomes inaccurate or incomplete.

Your right to erase your personal data

You have the right to ask us to erase your personal data although, for legal reasons, we might not always be able to do it.

Your right to restrict the processing of your personal data

You have the right to restrict, 'block' or suppress further use of your information if:

- the accuracy of your personal data is contested;
- your personal data has been processed unlawfully by us, but you do not want to request erasure; or
- we no longer need your personal data for our original purpose, but it is required to establish, exercise or defend legal rights.

When processing is restricted, we can still store your information but may not use it further. We keep records of people who have asked for further use of their information to be 'blocked' to make sure the restriction is respected in the future.

Your right to consent and/or withdraw consent

If you have given your consent to allow us to process your personal data, you also have the right to withdraw your consent at any time

Your rights in relation to automated decision-making including profiling

Automated decision making is a decision made by automated means, without any human involvement, which has legal consequences or something to a similar effect (e.g. credit checking). We don't typically carry out automated decision making, but if we were to, we would make it clear where decisions are being made.

Your right to data portability

You have rights to obtain and reuse your personal data for your own purposes in a commonly used machine-readable format, and to have your personal data transferred to another data controller on your request.

Your right to object to processing

You have the right to object, on grounds relating to your situation at any time, to the processing of your personal data that is based on us exercising our legitimate interests. If we can show compelling legitimate grounds for processing your personal data which we consider override your interests, rights and freedoms, or we need your personal data to establish, exercise or defend legal claims, we can continue to process it.

Otherwise, we must stop using the relevant information.

You have the absolute right to object at any time to the use of your personal data for direct marketing purposes.

Your right to make a complaint

If you are unhappy about the way in which we have used your personal data, please let us know and we will try to resolve your complaint. If we are unable to resolve your complaint to your satisfaction, you have the right to lodge a complaint about the way we handle or process your personal data with the Information Commissioner's Office on their website using the following link - [Make a Complaint | ICO](#).

To exercise any of your rights please:

- Write to us at: The Unite Group plc, 1st Floor, Welcome Building, Avon Street, Bristol, BS2 0PS
- Call us at: 0300 303 8642
- Email us at dataprotection@unitestudents.com

10. Updates to this Privacy Notice

This notice was last updated on: July 29th, 2026.

Historic versions can be obtained by contacting dataprotection@unitestudents.com.

If we change the way in which we use or share your personal information we will send you a just-in-time notice or update this Privacy Notice. We will notify you of any significant changes and, where necessary, we will obtain your consent before using your personal information for any new purpose.

11. How to contact us

If you have any questions or complaints about how we use your personal information, please contact our Data Protection Officer or Data Protection team by email at dataprotection@unitestudents.com.