

Privacy Notice – SoHostel visitors

This Notice will inform you of how we, SoHostel (a subsidiary of One Housing Group Limited, which deals with all data protection-related enquiries on SoHostel’s behalf) will collect, use, store and share personal information about you.

As a ‘data subject’ under the General Data Protection Regulation, you are responsible for making sure that all information that you give us is accurate at the time of data collection. In addition to this, you are responsible for informing us of any changes to your personal data (for example, a change of your name or address) so that we can maintain accurate records.

Information we will collect from you

When you book accommodation at SoHostel, we will collect your name, mobile telephone number, email address, card details, billing address, and nationality. Separately, when you contact us through our online contact form, we will collect your name and email address.

You can also book accommodation at SoHostel through online travel agents such as Booking.com, Hostelworld, Expedia, Dorms, Agoda and GTA Travel. When you book through one of these online travel agents, your details (as described above) are collected by the agent, and passed onto us.

When you arrive at SoHostel, we will take a copy of your photographic identification, for example your passport or driving licence. We also record CCTV footage in SoHostel communal areas.

If you don’t provide us with this information, we may not be able to process your booking.

How we’ll use your information

The table below tells you what SoHostel will use your information for, and what our lawful basis for processing this information is.

Types of information	What we will use this for	Our lawful basis for processing
The information we collect when you book accommodation with us.	To process and confirm your booking with SoHostel.	SoHostel must process this information in order for us to enter into a <i>contract</i> with you.
Your photographic identification.	To confirm your identity.	SoHostel is under a <i>legal obligation</i> to confirm your identity and nationality.
CCTV footage.	To monitor our premises and for safeguarding and security reasons.	SoHostel has a <i>legitimate interest</i> in surveillance of public areas for safeguarding and in the event of any criminal activity.

Who we share your information with

If you book your accommodation online at sohostel.co.uk, our online booking system is managed by STAAH, a secure booking system. This means that your information will be collected through this system and sent to SoHostel in order to complete your booking. In addition, your details are also collected by online travel agents where you book online with them, rather than directly with us at SoHostel.

SoHostel will not carry out automated decision making with your personal information.

SoHostel will also not transfer your personal information outside of the United Kingdom.

How long we will hold your information for

We will keep your information for 28 days after you check-out of SoHostel, after which it is securely archived. All CCTV footage is deleted after 28 days from the time of capture.

Know your rights

At any time after we have collected information about you, you have the following rights:

1. You have the right to ask for a copy of the information that we hold about you. If, for any reason, SoHostel refuses this request, we will provide you with a reason why.

To submit a request, please fill in the Subject Access Request form, or write to SoHostel at One Housing Group Limited at the address at the bottom of this Privacy Notice. Please include as much information (for example, subject or date range) about your request as you can so that we can respond as quickly and fully as possible.

2. You have the right to correct information that we hold about you that is inaccurate or incomplete.
3. You have the right, in certain circumstances, to ask us to delete the information we hold about you from our records.
4. You have the right, in certain circumstances, to restrict our use of the information that we hold about you.
5. You have the right to ask us, in certain circumstances, to transfer the information we hold about you to another organisation.
6. You have the right to ask us to not use your information for certain purposes, for example direct marketing.
7. You have the right to ask us not to use automated decision making on your information.

Complaints

If you would like to make a complaint about how your information is being used by SoHostel at One Housing Group Limited (or the other organisations that we share your data with, as described above), or how your complaint has been handled, you have the right to lodge a complaint directly with the Information Commissioner's Office, or One Housing Group Limited's Data Protection Officer.

The details for these contacts are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

casework@ico.org.uk
0303 123 1113

Data Protection Officer
Governance Directorate
One Housing Group Limited
100, Chalk Farm Road
London
NW1 8EH

dpo@onehousing.co.uk
020 8821 5100