

# CANCELLATION POLICY



## CANCELLATION POLICY

### If you cancel pre-references:

We will refund the Holding Deposit.

### If you cancel post-references and before you have moved into the apartment:

We will refund the Holding Deposit and any other monies paid to us to date.

### Should the landlord cancel at any point during the application process:

We will refund the Holding Deposit and any other monies paid to us to date.

## DATA PROTECTION

### How we use your data:

We may work with or you may have a direct relationship with our service providers to deliver these services. Your information may be shared with them in order to help us deliver the service.

Without your data you won't be able to use these above service or facilities.

We won't keep this information for longer than is necessary, i.e. up to three months after the day of the event, for the length of your tenancy or as per the statutory requirements for financial and personal information.

Further information about how we use, share and otherwise process your personal data, and information about your rights can be found here: [essentialliving.co.uk/handbook](https://essentialliving.co.uk/handbook)

If you have any questions, please contact us at: [yourdata@essentialliving.co.uk](mailto:yourdata@essentialliving.co.uk)