



REIDVALE HOUSING ASSOCIATION

Privacy Notice

Preamble

At **Reidvale Housing Association**, we are committed to protecting and respecting your privacy. This privacy notice explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

This Privacy Notice covers our tenants, board members, applicants, contractors, suppliers, website users, and anyone who makes contact or submits an enquiry to Reidvale Housing Association. We have a separate Privacy Notice for our employees available on request.

Who are we?

Reidvale Housing Association is a social landlord and factor having their Registered Office at **13 Whitevale Street, Glasgow, G31 1QW**.

Reidvale Housing Association takes the issue of security and data protection very seriously, including compliance with the UK General Data Protection Regulation, the UK Data Protection Act 2018, the Data (Usage and Access) Act 2025, and the Privacy and Electronic Communications Regulations.

We are a registered Data Controller with the Information Commission. Our registration number is Z5914204.

How do we collect information from you?

We obtain information about you in the following ways:

Information you give us directly

We collect information from you:

- when you apply for housing with us, become a tenant, request services/ repairs, enter into a factoring agreement with ourselves howsoever arising, or otherwise provide us with your personal details;
- when you apply to become a member;
- from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information);
- during office appointments or visits to your home;
- when you use our website, through the use of Cookies on our website and website analytics;
- when you enter information on website Contact Us page, or attend an online virtual meeting in platforms such as Zoom and Teams;
- from your use of any of our other online services, whether to report any tenancy/ factor related issues, make a complaint, a request for information, or otherwise.

If you apply for a job with us, we collect information about you from your job application. If you are successful in joining our team, we will also collect information from you in relation to your employment.

We will also collect contact details from our business partners, suppliers and contractors when we begin our business relationship with you.

Information we receive indirectly

- Your information may be shared with us by third parties, which might include subcontractors acting on our behalf who provide us with technical, payment or repairs services and our business partners.
- we may collect your image from our CCTV cameras which are located in and around our premises.
- when you visit our website we place Cookies on your device to run the website. For more information about Cookies and how we use them please see our Cookies policy.
- when we are contacted by local authorities and law enforcement in relation to ongoing investigations;
- during our employment process, we may receive your personal data from an applicant in relation to carrying out an employee reference check.
- when you are noted as the emergency contact or next of kin of an employee, we may contact you when a situation arises;
- when you interact with us on social media platforms such as Facebook, we may obtain information about you (for example, when you like or post on our Facebook page). The information we receive will depend on the privacy preferences you have set on those types of platforms. You should check any privacy policy/notice provided to you where you give your data to a third party, for example, when you post to our Facebook page.

What type of information is collected from you?

Why do we need it and how will it be used?

The personal information we collect, store and use depends on your relationship with us. We may collect the following information about you:

If you are our tenant, shared owner or have a factoring agreement with us:

- your name, address (previous addresses), date of birth, national insurance number, email address, phone number(s), bank account details
- your Shareholding Membership Number, if you have one
- your date of entry, date of termination and rent charge
- details of other occupants in the property and their relationship to you (their name, relationship, date of birth)
- any medical information you have given us to support your application for rehousing

- your emergency contact's name, address and phone number(s) and relationship to you
- your employer and details of your employment
- protected characteristics data, as defined by the Equality Act 2010 (Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex and Sexual orientation)
- health and medical details
- how much rent you pay and any arrears you might have
- details of any claim you might have with the local Council's Housing Benefit Department and/or Discretionary Housing Payments
- details, including your National Insurance Number, of any claim you might have or Universal Credit with the Department of Work and Pensions
- details of any repairs requested and any access arrangements you have provided regarding this
- details of any incident(s) which may have occurred which may pose a risk to our staff
- details of any legal action we have taken relating to when a condition of your tenancy has been breached
- any complaint made by you.

We may receive the following information from third parties:

- previous landlords; name and address;
- benefits information, including awards of Housing Benefit, Discretionary Housing Benefit and Universal Credit;
- homeless referrals are made by the local Council so we will receive all the personal information that comes with the referral;
- payments made by you to us via bank transfer or a payment card provider, in respect of rent, rechargeable repairs, service charges, factoring fees and membership fees;
- complaints or other communications regarding behaviour or other alleged breaches of the terms of your Scottish Secure Tenancy (SST), Short SST, Occupancy Agreement, Lease, Shared Ownership Agreement with us, including information obtained from Police Scotland, the local Health and Social Care Partnership, the local Council's Problem Solving Unit and Anti-Social Behaviour Team, and other residents;
- reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour and any arrears balances;
- support needs of vulnerable tenants, including medical reports for medical adaptations and Social Work reports for applications;
- new homeowner details

- tracing and employment details.

We receive this information from:

- Local Authorities
- Health professionals
- Charities
- Other registered social landlords
- Legal Advisors
- Contractors and suppliers who have undertaken works on our behalf
- MPs, MSPs and councillors
- Utility companies
- Household members
- Debt collection agencies
- Department of Work and Pensions
- HMRC

We need and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you set out in your agreement (SST, Short SST, Occupancy Agreement, Lease, Shared Ownership Agreement, Title Deeds);
- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your repair request, housing application and complaints made (including assistance with benefit applications and Universal Credit and Housing Benefit applications);
- to refer you to other organisations that may support you, such as Gemap for welfare advice;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you and send you details of any changes to our services which might affect you;
- to contact you for your views on our products and services;
- for all other purposes consistent with the proper performance of our operations and business.

If you are a member of, or apply to become a member of, our Board:

We collect the following information from you, both from information you have supplied through membership of the Association forms or any other instance where you have

provided us with your personal information. We do not routinely receive any additional information from third parties. We may collect the following:

- Name
- Date of Birth
- Telephone Number
- Address
- E-mail address
- Signature
- National Insurance Number
- Protected characteristics under the Equality Act 2010, including age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation
- Qualifications
- Details concerning health or any disability where we can provide support
- Occupation
- Bank account details (when applicable)
- Register of interest
- Standard disclosure checks
- Photographs
- Relationship with current board members and / or staff
- Positions with public responsibilities
- Legal & financial declarations
- Membership and directorships held, together with duration
- Training records
- Video and audio for communications
- CCTV Imagery
- Telephone call recordings

We may collect and use the above information and personal data for:

- Administration duties
- Payment of any out-of-pocket expenses
- Recruitment and selection
- Appraisal, training and development
- Membership of professional bodies
- Health, safety and wellbeing

- Equality monitoring
- Regulatory reporting
- Website publications, such as listing our committee members, committee meeting minutes etc; and
- for all other purposes consistent with the proper performance of our operations and business.

If you apply for a job with us:

- your contact details, previous employment history and qualifications
- we may collect details of ethnicity and disability – for equalities monitoring and so that we can make any appropriate adjustments to your workplace
- we may collect references from third parties whose details you have provided. We need this information for our recruitment process.

We require this information as part of our recruitment process. If your application is unsuccessful, we will keep your application for six months so that we can contact you if a similar job becomes available. Following this period, we will delete your personal data.

If you are a business contact:

- we may collect your business contact details such as your name, business address and business e-mail and your company's bank account details. If you are a sole trader, this may be your personal details.

We need these details in order to provide our services and pay / invoice suppliers and contractors.

If you are a potential business contact, proposing to offer services to us, we may process your personal data in relation to entering into a contract with you or your organisation.

When you visit our website:

- If you allow the relevant Cookies, we may collect information about your activities on our website and about the device used to access it, for instance your IP address and geographical location. For more information, please see our Cookies policy.
- we utilise analytics and tracking tools in order to resolve website issues or make improvements to the usability and layout of our website. To do this, we analyse your interaction with the website
- any other personal information shared with us via our website forms. – we will use this to help provide the service you have requested.

Links to other websites:

Our website may contain links to other websites run by other organisations. This privacy notice applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other websites even if you access those using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the privacy notice of that third party site.

When you visit our premises:

- your image may be captured by our CCTV cameras. Notices are available where the cameras are in operation.

CCTV images may be used for security of our staff and customers and to assist with the prevention and detection of crime, as evidence in a complaint. We will also record telephone calls for the same purposes.

If you do not wish to provide your personal data

You have obligations under your contract / potential contract with us to provide us with the necessary data. If you do not provide this information, this may prevent the Association's ability to enter into or maintain a contract with you.

Who has access to your information?

The information you provide to us will be treated in accordance with data protection law. Depending on your type of contract or other business relationship with us, we may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors (including legal advisers and our Data Protection Officer), agents, suppliers or subcontractors, selected third parties, government agencies and regulators and healthcare providers for the purposes set out in this notice, or for purposes approved by you, including the following:

- if we enter into a joint venture with, or merge with, another business entity, your information may be disclosed to our new business partners or owners;
- if we instruct adaptations, repair or maintenance works, your information may be disclosed to contractors we use;
- if we are investigating a complaint, information may be disclosed to Police Scotland, the local Council (ASSIST Team and Problem Solving Unit) departments, Scottish Fire & Rescue Service, the Association's Solicitor, 1st tier tribunal solicitors, independent investigators such as auditors, the Scottish Housing Regulator, SPSO, and other regulatory body and others involved in any complaint, whether investigating the complaint or otherwise;
- if we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and the local Council);
- if we are investigating payments made or otherwise, your information may be disclosed to payment processors, the local Council and the Department of Work & Pensions, Allpay, Worldpay, Lloyds Commercial Banking, and Bank of Scotland;
- if utility companies are pursuing outstanding debt, we may share your details with them or debt collection agencies acting on their behalf;

- if we need to protect our finances when you have vacated a property, we may disclose your personal data (name and forwarding address only) to utility companies, or debt collection agencies;
- if your personal data is required by an emergency service;
- if required by law, we will disclose your information to statutory bodies such as the police;
- if we are conducting a survey of our services, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results;
- if you are using an advice or advocacy service, such as a solicitor or advice agency, we will share relevant information with them where it is necessary to progress your case;
- if you work with a support provider, we will share relevant information to help with that support work;
- if your household is threatened with homelessness, your information may be shared between us and Local Health Authority and Social Care Partnership(s);
- if you request that we share your information with other RSLs who may assist in re-housing you;
- if we are pursuing debt recovery, your information may be disclosed to our solicitors and the local Council, or a third party agency to assist in the recovery of those debts;
- if we are making an insurance claim following an incident we may share your information with our insurers;
- if we need to facilitate the payment of any benefits, your information may be disclosed to the Department of Work and Pensions, Local Authority or any other relevant department;
- if the Local Authority is processing information about your council tax or relating to the electoral register, your information may be disclosed to them;
- if required by a regulatory body, such as the Scottish Housing Regulator, Financial Conduct Authority or the Office of the Scottish Charity Regulator
- we may pass your information to our third party service providers, suppliers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example Software providers and IT Technical services, IT Support Contractor, Telecoms Company and database software providers). However, when we use these third parties, we disclose only the personal information that is necessary to deliver the services and we have a contract in place that requires them to keep your information secure and prevents them from using it for their own direct marketing or any other purposes.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We may process your personal data under the following lawful basis:

Performance of a contract

Where we are entering into a contract with you or performing our obligations under it, such as your tenancy or factoring contract.

Consent

Where you have given your explicit consent for us to process your data, for example to receive marketing emails from us.

Performance of a task in the public interest

Where we are processing your personal data regarding:

- (a) the prevention and alleviation of homelessness,
- (b) and the management of housing accommodation, where we have granted a Scottish Secure Tenancy.

Legal obligation

Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example where we are ordered by a court or regulatory authority like HMRC.

Vital Interests

Where it is necessary to use your data to protect your own, or someone else's, life.

Legitimate interests

Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact your rights).

We consider our legitimate interests to be:

- protecting our staff and customers and assisting with the prevention and detection of crime through the use of CCTV recordings;
- enhancing, modifying, personalising or otherwise improving our services / communications for the benefit of our tenants, including through the use of telephone recordings;
- better understanding how people interact with our website;
- holding next of kin details as emergency contacts;
- carrying out of surveys and provision of informational newsletters;
- sharing details of previous and current tenants with utility companies in order to protect the Association from financial loss in respect of outstanding fuel debts; and
- maintenance of a disaster recovery plan.

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal information where our interests are overridden by the impact on you, for example, where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

Recognised Legitimate interests

As introduced by the Data (Usage and Access Act) 2025, we may now rely on a new lawful basis known as ‘Recognised Legitimate Interests’, which may be approved by the Secretary of State from time to time.

As of June 2025, at the time the Act received royal ascent, this list includes

- Disclosure for purposes of processing described in Article 6(1)(e);
- National Security, public security and defence;
- Emergencies;
- Crime; and
- Safeguarding vulnerable individuals

Processing special category personal data

Special categories of personal data means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you. In some circumstances, such as where there could be a risk to our staff, we may also process information in relation to criminal convictions you may have.

The special categories of personal information require higher levels of protection. We need to meet additional legal requirements for collecting, storing, and using this type of personal information.

Our legal basis for processing your special category data is:

- (a) Explicit consent
- (b) Employment, social security and social protection
- (c) Vital interests
- (e) Made public by the data subject
- (f) Legal claims or judicial acts
- (g) Reasons of substantial public interest (with a basis in law) (includes equality of opportunity)
- (h) Preventative and occupational medicine, provision of health and social care
- (i) Public health (with a basis in law)
- (j) Archiving, research, and statistics (with a basis in law)

How long is your information kept for?

We will only retain your personal information for as long as necessary to fulfil the purposes for which we collected it, including to satisfy any legal, accounting or reporting requirements. We will keep your information in line with our Retention policy

and schedule, and we will destroy or anonymise it when it is no longer required for the reasons it was obtained.

Where do we keep your data?

Your information will only be stored within the United Kingdom except where international transfers are authorised by law.

How do we keep your data safe?

When we are provided with personal data, we take steps to make sure that your personal information is kept secure and safe. All data is held in accordance with Reidvale Housing Association's data protection policies and procedures. Our systems are password protected and all electronic data is stored securely, using encryption for data at rest and in transit, and various access controls for all our users. All paper files are kept in locked cabinets behind locked doors.

Keeping your information up to date

We take reasonable steps to ensure your information is accurate and up to date; however please help us keep our records updated by informing us of any changes to your email address and other contact details.

Your Rights

Under UK data protection law, you have certain rights over the personal information that we hold about you.

Right of access

You have a right to request access to the personal data that we hold about you and to request a copy of it, and we will provide you with this unless legal exceptions apply. If you want to access your information, please send a description of the information you would like to see to the contact details above. We may ask for proof of your identity before proceeding with your request.

Right to have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected.

Right to restrict use

You have a right to ask us to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we're not lawfully allowed to use it.

Right of erasure

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; we will do so as far as we are required to.

Right for your personal information to be portable

If we are processing your personal information (1) based on your consent, or in order to enter into or carry out a contract with you, and (2) the processing is being done by automated means, for example, via you completing a form on our website, you may ask us to provide it to you or to another service provider in a machine-readable format.

Right to object

You have the right to object to processing where we are using your personal information (1) based on legitimate interests, (2) for direct marketing or (3) for statistical/research purposes.

If you want to exercise any of the above rights, please contact our Data Protection Lead at the details below. We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details we recommend you consult the guidance published by the Information Commission.

Queries and Complaints

We seek to directly resolve any queries or complaints about how we handle information and would request that they be directed, in the first instance, to corporatesupport@reidvale.org.uk or by telephoning 0141 554 2406.

Our Data Protection Officer is provided by RGDP LLP and can be contacted either via 0131 222 3239 or info@rgdp.co.uk.

You also have the right to complain to the Information Commission in relation to our use of your information. The Information Commission's contact details are noted below:

Telephone: 0303 123 1113

Online: [Make a complaint | ICO](#)

Changes to this privacy notice

Any changes we may make to this Privacy Notice in the future will be posted on this website so please check this page occasionally to ensure that you're happy with any changes. If we make any significant changes to the way we process your personal data, we'll make this clear on this website.

This Privacy Notice was last updated on 18/07/2025.