

Reidvale Housing Association

GDPR Fair Processing Notice

How we use your personal information

This notice explains what information Reidvale Housing Association collects, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Who are we?

Reidvale Housing Association, a Scottish Charity (Scottish Charity Number 044023), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number SCO 044023 and a Property Factor (Property Factor Registered Number PF000099) registered under the Property Factors (Scotland) Act 2011, having their registered Office at 13 Whitevale Street, Glasgow G31 1QW (“we” or “us”) take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (GDPR) (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5914204 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Jacqui Anderson. Any questions relating to this notice and our privacy practices should be sent to a.dundas@reidvale.org.uk or telephone 01415542406.

How we collect information from you and what information we collect

We collect information about you:

- when you apply for housing with us, become a tenant, request services / repairs, enter in to a factoring agreement with ourselves howsoever arising or otherwise provide us with your personal details;
- when you apply to become a member;
- from your use of our online services, whether to report any tenancy / factor related issues, make a complaint or otherwise;

- 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); and
- from CCTV images captured by any cameras owned by the Association.

We collect the following information about you:

- name;
- address;
- telephone number;
- e-mail address;
- National Insurance Number;
- Date of birth;
- Financial details;
- Emergency contact details;
- Next of Kin;
- Economic status;
- Ethnic Origin;
- Disability status;
- Dependant details / household members;
- Proof of identification / proof of residency; and
- Medical information

We receive the following information from third parties:

- Benefits information, including awards of Housing Benefit / Universal Credit;
- Payments made by you to us;
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland;
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour; and
- Medical Information.

Why we need this information about you and how it will be used

We need your information 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;
- 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;
- 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 in order to send you details of any changes which may affect you;
- for all other purposes consistent with the proper performance of our operations and business; and
- to contact you for your views on our products and services.

Sharing of Your Information

The information you provide to Reidvale Housing Association will be treated as confidential and will be processed only by our employees within the UK / EEA. We may disclose your information to other third parties who act for us 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 merged with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair or maintenance works, your information may be disclosed to any contractor;
- If we are maintaining / updating / renewing IT systems your information may be disclosed to our IT support providers;
- If we are investigating a complaint, information may be disclosed to Police Scotland, Community Safety Glasgow, Local Authority departments, Scottish Fire & Rescue Service 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 Local Authority);
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the Department of Work & Pensions;
- If we are obtaining legal advice or taking legal action;
- If we are instructing sheriff officers, debt collection or tracing agencies relating to recovery action;
- If we are processing any insurance claim;
- It is a legal requirement to carry out an audit of the business and we may be required to share your information with the auditor; and
- If we are conducting a survey of our products and / or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results.

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.

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA.

Security

When you give us information we take steps to make sure that your personal information is kept secure/safe. For full details, please see our Privacy Policy.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you. When the data retention period expires your information will be destroyed if it is no longer required for the reasons it was obtained. For full details, please see our Privacy Policy.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact a.dundas@reidvale.org.uk or 0141 554 2406.

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

The Information Commissioner's Office – Scotland
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details

