

Yorkhill Housing Association Data Protection Act 2018/UK GDPR Privacy Notice

This notice explains what personal information we collect, when and why we collect it, how we use it and your rights regarding it. It also lets you know how long we will keep it. We will always keep it in a safe, secure and lawful manner and destroy it when it is no longer needed for the reason it was collected.

We are registered with the Office of the Information Commissioner as a data controller. Our registration number is Z7311597.

We have appointed a Data Protection Officer (DPO), Daradjeet Jagpal, who ensures we comply with data protection laws. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO by: e-mail at daradjeet@infolawsolutions.co.uk; telephone on 07852 905 779; or writing to: Data Protection Officer, Yorkhill Housing Association, 1271 Argyle Street, Glasgow, G3 8TH.

You can also contact us by: e-mail at administration@yorkhillha.org; telephone on 0141 285 7910; or writing to: Yorkhill Housing Association, 1271 Argyle Street, Glasgow, G3 8TH.

When we collect information

We collect information about you when:

- you apply for a house with us, become a tenant, ask for services/repairs, and however else you give us your personal details;
- you apply to be an Association member;
- you use our online services, whether to report any tenancy related issues, make a complaint or otherwise; and
- you make a payment to us (such as bank details, payment card numbers, employment details, benefits you're entitled to and any other income and expenditure related information);

You may already be a member of the Association. If that is the case you will be issued with a separate privacy notice about the information we hold in connection with your membership of Yorkhill Housing Association Limited.

What information we collect

We collect the following type of information. If you are a current tenant we will already have most if not all of it:

- your name;
- address;
- telephone number;

- e-mail address;
- National Insurance Number;
- date of birth;
- gender;
- marital status;
- disability;
- previous addresses; and
- next of kin or other preferred contact in case of emergencies.

We will hold information if you, someone residing in your house, or anyone visiting it, has been convicted of using the house or allowing it to be used for illegal or immoral purposes or a criminal offence punishable by imprisonment, or otherwise required to do so by law.

Equality and Diversity

To meet with equalities and diversity law and good practice we collect:

- age range;
- health information, for example, disability;
- ethnic origin;
- Race;
- religion/belief; and
- gender.

This information will be anonymous and you do not have to give us it if you do not want to.

Information from others

We may receive the following information from others:

- benefits information, including awards of Housing Benefit/Universal Credit;
- payments made by you to us;
- Medical/Health information from doctors, social work, occupational therapists; □ Support workers information;
- information from Sheriff Officers, Solicitors and Courts regarding debt recovery;
- complaints or other contact regarding behaviour or other alleged breaches of the terms of your contract with us, including information from Police Scotland; and
- reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour.

Why we need your information and how we use it

We need your information and will use your information:

- to perform our obligations and duties to you in line with the terms of our contract with you;

- to allow us to supply you with the services and information which you have asked us for;
- to allow us to respond to your repair request, housing application and complaints made;
- to examine the information we collect so that we can provide, support, improve and develop the services we offer;
- to contact you in order to send you details of any changes to services which may affect you;
- to meet with equalities and diversity law and good practice;
- for invoicing and arrears recovery;
- when we receive requests to adapt your property;
- to help you to keep your tenancy if problems arise;
- for all other purposes in line with our function and business;
- to contact you for your views on our services; and □ to respond to complaints.

Sharing Information

The information you give us will be treated in confidence and will be used lawfully. We may give your information to others who act for us for the purposes set out in this notice or for purposes agreed by you, including:

- if we instruct repair or maintenance works, your information may be given to our appointed contractor;
- if we are updating tenancy details, your information may be given to others (such as utility companies and the Local Authority);
- if we are looking into payments made or otherwise, your information may be given to payment processors, the Local Authority and the Department of Work and Pensions;
- if we are doing a survey of our services, your information may be given to those assisting in this by collecting and examining the survey results;
- if we work with solicitors on legal actions;
- if we work with the Department of Works and Pensions; Cordia, Citizen's Advice, Local Authority Departments, the Health and Social Care Partnership, Police Scotland, and the Scottish Fire and Rescue Service;
- if we are looking into a complaint, information may be given to Police Scotland, Local Authority departments, the Scottish Fire and Rescue Service and others involved in any complaint; and
- when dealing with makers of parts or products for medical adaptations.

Security

When you give us personal information it is kept safe and secure and it will be restricted to relevant staff only. The Association's Privacy Policy covers all security issues and we will give this to you if you ask for it.

Your information will only be stored in the United Kingdom/European Economic Area.

Retention and Disposal of information

We look at how long we should keep personal information for. We do this regularly. We will only hold it for as long as it is needed for the purpose it was collected, or as required by law. We may be required by law to hold on to some types of information. Also we need to hold it as set out in any contract we have with you.

The information we collect is stored in paper form and electronically. We will keep your paper information securely for five years after your tenancy ends. After this we will destroy it using a commercial confidential shredding company.

Your electronic information will be stored securely in our archive files and access restricted to relevant staff.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you that we have;
- tell us to correct any information that is wrong;
- ask us to delete what personal information of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to do any or all of these things please contact our Data Protection Officer. Their details are noted in paragraph 3 of this notice.

We welcome your feedback on how we hold and use your personal information, and this can be sent to our DPO.

You have the right to make a complaint to the Information Commissioner, the UK regulator for data protection, about how we hold and use your personal information. The ICO's contact details are as follows:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

If you would like to receive this statement in alternative format, for example, audio, large print or braille, please contact us.

The accuracy of your information is important to us - please help us keep our records up to date by letting us know of any changes to your email address and other contact details.