

GENERAL DATA PROTECTION REGULATIONS (GDPR) FAIR PROCESSING NOTICE - (How we use your personal information)

This document is intended to provide notice to you, as an individual about the use of your personal data. It is important that our communications are in a clear language of how your personal data will be used. This document must be provided to individuals before any use is made of their personal data.

If any decisions or processes are based on automated decision-making (including profiling) then these details will be included within this notice, including the consequences of such processing for the individual.

This notice explains what information we collect, 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?

Barrhead Housing Association, BHA, a Scottish Charity (Scottish Charity Number SC 036265), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2229R(S) and having our Registered Office at 60-70 Main Street, Barrhead G78 1SB (“we”) 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 (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 **Z1351301** and we are the data controller of any personal data that you provide to us.

Our Data Protection Champion is our Director of Customer Services, contact Lorraine Dallas on 0141 881 0638. Any questions relating to this notice and our privacy practices should be sent to lorrained@barrheadha.org

[We will need something about recording telephone calls in this document.](#)

[We will inform you if we record or monitor any telephone calls you make to us. We do not record any financial card details if you make payments to us over the phone.](#)

How we collect information from you and what information we collect

This section sets out details of:

- (i) how information is collected (e.g. via website, from facebook; third parties, from information provided by the individual etc.);
- (ii) the personal information collected from individuals; and
- (iii) the reasons for collecting this information. We will specify whether this is collected by the data controller directly or received from third parties (where possible details of the third parties have been included).

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 whosoever 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)
- From members of your own household or other representatives for example a person with written authorisation from you to act on your behalf or a person awarded power of attorney/Guardianship. Barrhead Housing Association needs to collect, process and store personal information about you and other household members (when you provide information about household members we

assume that you do so with their full knowledge and consent) in order to operate as a registered provider of housing and deliver efficient and effective services.

- From other agencies such as housing providers; housing benefit departments; health professionals such as GPs; social services or the police, banks and mortgage providers.

What information we collect from you

We collect the following information about you:

- Name;
- Title
- Address;
- Telephone number;
- E-mail address;
- Your demographic information, such as gender, race or ethnic origin, age, date of birth, marital status, nationality, education/work histories, employment details, – if this information is linked to you as an individual
- National Insurance Number
- Next of Kin;
- Household members
- Bank Account Number & Bank Statements
- Payment Card Numbers
- Employment details, taxpayer identification numbers, tax reference codes,
- Medical Information to process an application/transfer application/undertake sheltered duties/process medical adaptation requests
- Membership details
- Hearing impairments
- Sheltered care plans including medical and health related information
- Health & safety information to process insurance claims
- Disability
- Whether you keep pets
- Benefits information from DWP/Housing Benefit Department
- Photographs and CCTV images – if there is something in the picture that means you can be identified from it, passport numbers, driving licence numbers,
- IP addresses and website visit histories & cookies, logs of visitors to our offices,
- Recordings of telephone calls. This will only however be done by exception when staff consider it is appropriate and where either consent has been given or where some other relevant justification exists
- logs of accidents, injuries and insurance claims

What information we collect from third parties

We may receive the following information from third parties:

- Benefits information, including awards of Housing Benefit/ Universal Credit & overpayment requests;
- 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; Other Housing Providers; Local Authorities.
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour obtained from Police Scotland; other housing providers; Local Authorities.
- Medical information to support an application for housing/transfer/request from Occupational Therapist/Social Work Services and information from your GP or any relevant medical professional body.
- Police disclosures, convictions, proceedings and criminal acts where charges have been made against you.
- Information to assist us in managing your tenancy.

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

This section sets out the reasons for requiring information and the legal basis for the processing (for example, if the processing is necessary to carry out a contract with you. 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 for your tenancy/factoring agreement.
- to enable us to supply you with the services and information which you have requested, or to ask your views on our products or services.
- 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, improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our or suppliers which may affect you;
- for all other purposes consistent with the proper performance of our operations and business which includes quarterly newsletters; our Value for Money Scorecard; Annual Report;

Sharing of Your Information

This section sets out details of when and how any of your personal data will be shared with third parties. It is important that you, as data subjects, are aware of the circumstances where your personal data may be shared.

The information you provide to us will be treated by us 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 merge 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 investigating a complaint, information may be disclosed to Police Scotland, 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 such as banks/Allpay; Local Authority and the Department of Work & Pensions;
- 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 – however the data that we receive back will be anonymised where practical.
- If we have any relevant concerns or have received information necessary for the prevention of serious harm to you, another person or abuse to a child then information will be passed to relevant Local Authority Departments/Police Scotland/Scotland Fire Service.
- We will provide information to Social Services/Homelessness Department – names and family details in respect of imminent court action which may result in the eviction of a family.
- If we are contacted or have concerns regarding a Child Protection issue, which will include- name, address (or forwarding address) and date of birth of the tenant & household members in respect of any suspected child protection issue.
- If you have a Registered Rent we will pass your name and residency details where rent is assessed by the Rent Officer.
- If we require to seek legal advice from the Association's Solicitors, the Local Authority and the Courts to obtain legal advice and/or in respect of any enforcement action that may be necessary, your name; address; household details and personal details pertaining to that action.
- If we are processing any insurance claim made against the Association we will forward the claim to our Insurers and their/our Solicitors.
- Tracing Agents/Debt Collection Services – If we have any un-recovered debt or legal enforcement action we will pass your name, address, date of birth and national insurance number to relevant Tracing Agencies/Debt Collection Services.
- If you have agreed with us to obtain a rent card/set up a direct debit we will issue information to "Payment Card" producing companies which will include names and addresses of residents, bank account details.
- If we are required to submit information to The Scottish Housing Regulator for the purpose of its regulatory functions, ARC returns, /ensuring quality standards.
- If we are asked by another Housing Provider to confirm the conduct of your tenancy we will complete their relevant request, but only if we have received a signed mandate from any relevant application.

- If we are asked to respond to MSP's and Councillors in respect of enquiries being made on your behalf to the Association, subject to a relevant signed mandate from you.
- If you have made a complaint to a representative of the media and they contact us to confirm the facts of a situation you have made a statement about, subject to a relevant signed mandate from you.
- If the Association are working with Consultants to carry out tenant participation or one off projects within the community and require to give out your name and address for contact purposes – we will not do so without obtaining your consent.
- If we receive notification that a person is looking to act on your behalf, we will require written permission from you/official notification of Guardianship.
- If we need to serve a legal notice on your occupancy, your name and address will be passed to Sheriff Officers who will act on our behalf.
- If you have submitted a complaint to the Scottish Public Services Ombudsman- we will forward all details pertaining to the original complaint and information requested from the ombudsman.
- If we have received a request to confirm your forwarding address from the Local Authority/Utility company for the purposes of debt recover.
- If we have entered into an arrangement with a local utility supplier, any new tenancies details will be passed and set up with that relevant supplier including

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.

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

Security

It is important that your personal information is stored securely and appropriate technical measures are taken to protect this information. This section sets out details of the security measures in place.

When you give us information we take steps to make sure that your personal information is kept secure and safe.

Any information and records relating to individuals will be stored securely and will only be accessible to authorised employees. Information will be stored only for as long as it is needed or if required by statute and will be disposed of appropriately. We have a separate document retention schedule that sets out the retention periods for the various documents and information that the Association hold.

It is Barrhead Housing Association's responsibility to ensure all personal and company data is non-recoverable from any computer system previously used within the organisation, which has been passed on/sold to a third party.

Employees of Barrhead Housing Association are expected to follow the process outlined below regarding how and where data should be safely stored. Questions about storing data safely can be directed to the Data Protection Champion.

When data is stored on paper, it is kept in a secure place to ensure that unauthorised people do not have access to it. This also applies to data that is stored electronically but has been printed out by a staff member. We have a Clean Desk Policy which all staff are expected to comply with

- When not required, the paper or files should be kept in a locked drawer or filing cabinet.
- Employees should make sure paper and printouts are not left where unauthorised people could see them, for example on a printer or in a public area such as reception or an interview room.
- Data printouts should be shredded and disposed of securely when no longer required.

When data is stored electronically, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts:

- Data and systems should be protected by strong passwords that are changed regularly and never shared between employees.
- If data is stored on removable media (like CD, DVD or USB), these should be kept locked away securely when not being used.

- Data should only be stored on designated drives and servers, and should only be uploaded to approved cloud computing services.
- Servers containing personal data should be sited in a secure location, away from general office space.
- Data should be backed up frequently. Those backups should be tested regularly, in line with the Association's standard backup and business continuity procedures.
- Data should never be saved directly to laptops or other mobile devices such as smart phones or tablets.
- All servers and computers containing data should be protected by approved security software and a firewall.
- Personal Data should be password protected when being sent internally or externally to the Association's data processors or those with whom the Association has entered in to a Data Sharing Agreement.

How long we will keep your information

It is important that your personal data is not stored for any longer than it is reasonably required. You, as a Data subject should be notified of how long personal data is stored for, or if this is not possible, then details of the criteria used to determine how long personal data will be kept for.

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. Our full retention schedule is available at our offices and on our website

Your Rights

As a Data Subject you must be told of your rights in relation to the personal data we hold on you. 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 us

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: 0303 123 1115
 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.