

## Data protection

We have to comply with the General Data Protection Regulation (GDPR) in the way we obtain, store and use your personal information. The GDPR protects the rights of individuals regarding information held about them on manual or computer systems.

We will only ask for information that is necessary in order to manage your tenancy. We will only disclose information where it is necessary for a third party to carry out a legitimate

service (for example, we will pass on your telephone number and address to our contractor in order for them to carry out a repair to your home), or where you have given us permission to do so (either in your tenancy agreement or in a written authorisation).

In some instances we are required by law to disclose certain information, for example, to the Police or the Child Protection authorities.

## Holding and updating your information

When you applied to become a tenant of Glen Oaks, you will have been asked to give us a lot of personal information. This is used to assist us in ensuring our services are tailored to our tenants needs and so that we can contact you easily and manage your tenancy.

Every year we will send you a census form to complete. This allows us to collect and update information about your household and contact details.



# Contact Us

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[Glenoakshousing](https://www.facebook.com/Glenoakshousing)



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Our office opening hours are:

**Monday, Tuesday & Thursday:** 9am - 5pm

**Wednesday:** 9am - 1pm

**Friday:** 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.

Your guide to . . .

# Protecting your privacy

Safely holding and sharing your personal information



Charity No. SCO34301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB24

**Glen Oaks**  
HOUSING ASSOCIATION



This document provides you with information on data protection and how we share your personal details with others.

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**Glen Oaks Housing Association is committed to ensuring the information we hold about our tenants is protected but also accessible when necessary.**

### Personal information we collect:

- 🏠 Name
- 🏠 Medical details
- 🏠 Address
- 🏠 Care and support information
- 🏠 Gender, ethnicity, disability
- 🏠 Employment details
- 🏠 Date of birth
- 🏠 Criminal record declaration
- 🏠 Phone numbers
- 🏠 Next of kin / emergency contacts
- 🏠 E-mail address
- 🏠 Marital status
- 🏠 National Insurance Number
- 🏠 Bank account details

### Information we receive from third parties:

- 🏠 Benefits information including awards of Housing Benefit / Universal Credit
- 🏠 Payments made by you via bank transfer, Allpay or any other method
- 🏠 Support needs of vulnerable tenants
- 🏠 Information from the local authority about homeless applications
- 🏠 Complaints about behaviour or other alleged breaches of your tenancy agreement including information from Police Scotland and Community Safety Glasgow
- 🏠 Reports about the conduct or condition of your tenancy, including references from previous landlords

### How we use your personal information:

- 🏠 To respond to repair requests, housing applications, complaints and requests for medical adaptations
- 🏠 To meet our legal obligations (this includes information we have to provide to regulators and statutory authorities)
- 🏠 To monitor our performance in relation to service delivery
- 🏠 To improve and develop the services we offer
- 🏠 To keep you updated on any changes to our services
- 🏠 To refer you to other organisations that may support you

### Sharing your information with others

We may disclose your information to other third parties for a number of reasons including:

- Repair, maintenance or upgrade works
- Investigation of a complaint
- Arranging payment of benefits
- Satisfaction survey (on our services) being carried out by another organisation

### Your rights

You have the right at any time to:

- Ask for a copy of the information about you that we hold
- Require us to correct any inaccuracies in your information
- Make a request to delete personal data on you that we hold
- Object to receiving any marketing communication from us

For further details on how we use your personal data you can ask for a copy of our Fair Processing Notice.