



Privacy Notice

Use of your personal data

Since 25 May 2018, Glen Oaks Housing Association has been subject to the rules set out in the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. To allow us to deliver our services to you, we will process personal data (which may be held on paper, electronically, or otherwise) and we recognise the need to treat it in an appropriate and lawful manner. This leaflet explains what information we collect, when we collect it and how we will use it.

Since 11 November 2019, Glen Oaks Housing Association is deemed to be a Public Authority under the Freedom of Information (Scotland) Act 2002 and is, therefore, required to appoint a Data Protection Officer (DPO). We have engaged RGDP LLP (www.rgdp.co.uk) to act as our Data Protection Officer and they can be contacted either via info@rgdp.co.uk

We may collect the following type of personal information from you (and members of your household):

- Name(s)
 - Address
 - Gender, ethnicity, disabilities
 - Date of birth
 - Phone numbers
 - E-mail address
 - National Insurance number(s)
 - Health or Medical details
 - Care and support information
 - Employment details
 - Criminal record declaration
 - Next of kin / emergency contacts
 - Marital status
 - Bank account details
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This information comes from:

- Housing applications
 - Correspondence about your tenancy
 - Repair requests
 - Membership (shareholder) applications
 - Factoring agreements
 - Tenancy sign-up documents
 - Complaints
 - Arrangements to make payment to us
 - Use of online services, including social media
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We receive the following information from third parties:

- Benefits information, including awards of Housing Benefit / Universal Credit
 - Payments made by you via bank transfer, Allpay or any other method
 - Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland and Community Safety Glasgow
 - Reports as to the conduct or condition of your tenancy, including references from previous landlords, and complaints of anti-social behaviour
 - Support needs of vulnerable tenants
 - Information supplied by the local authority relating to homeless applications
 - New home owner details
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We need your personal information to allow us to:

- Undertake and perform our obligations and duties in relation to the services we provide as your landlord or factor
- Respond to repair requests, housing applications, complaints and requests for medical adaptations
- Improve and develop the services we offer
- Monitor our performance in relation to service delivery
- Refer you to other organisations that may support you
- Meet our legal obligations (this includes information we have to provide to regulators and statutory authorities)
- Keep you updated on any changes to our services

Sharing of your information

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK. 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 or merge with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair, maintenance or upgrade works, your information may be shared or disclosed with and to our contractors or suppliers;
- If we are investigating a complaint, information may be disclosed to the Scottish Public Services Ombudsman, Police Scotland, Local Authority Council and/or Council Departments, Scottish Fire & Rescue Service, elected members 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 for Work and Pensions;
- If required by an emergency service;
- If we are conducting a survey of our products and / or a service, your information may be disclosed to third parties assisting us in the compilation and analysis of the survey results;
- If required by law, we will disclose your information to statutory bodies, such as solicitors, auditors and our Data Protection Officer;
- If we are pursuing debts associated with a tenancy, or a former tenancy, we may share relevant information with our solicitors, the Local Authority, Utility Companies and/or a third party agency to assist in the recovery of those debts;
- If we need to facilitate the payment of any benefits, your information may be disclosed to the Department for 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;

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 European Economic Area (EEA).

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. All information is held in accordance with our Data Protection Policy, a copy of which is available on request and/or on our website.

How long will we 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, as required by law, or as set out in any relevant contract we have with you.

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 personal data on you that we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact Martha Hutcheson on 0141 620 2705 or email martha.hutcheson@glenoaks.org.uk

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.

Contact Us

Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW

 **0141 638 0999**

 **go@glenoaks.org.uk**

 **www.glenoaks.org.uk**

 **Glenoakshousing**

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.

Glen Oaks Housing Association is a non-profit Housing Association and a recognised Scottish Charity (No. SCO34301)
Financial Services Authority Registration No. 2402 R (S) – Scottish Housing Regulator No. HCB241
Scottish Property Factor Register No. PF000173

The Association is registered as a Data Controller with the Information Commissioner's Office (ICO) under registration number Z5443064.