



Hillhead Housing Association

CUSTOMER PRIVACY NOTICE

(How we use your personal information)

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 process your personal data.

Who are we?

Hillhead Housing Association 2000, registered as:

A Scottish Charity (Scottish Charity Number SC029908);
A registered society under the Co-operative and Community Benefit Societies Act 2014;
With the Financial Services Agency with Registered Number 2562RS;
With the Scottish Housing Regulator with Registration Number 326

and having our Registered Office at: **2 Meiklehill Road, Hillhead, Kirkintilloch, G66 2LA**

Hillhead Housing Association 2000 takes the issue of security and data protection very seriously, including compliance with the UK General Data Protection Regulation, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations.

We are notified as a Data Controller with the Information Commissioner's Officer '(ICO) under registration number Z8278640 and we are the data controller of any personal data that you provide to us.

If you do not wish to provide your personal data

You have obligations under your contract / potential contract with us to provide the us with the necessary data. If you do not provide this information, this will hinder the Association's ability to enter into or maintain a contract with you.

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 into 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);
- when you are a member of a scrutiny panel; and
- CCTV and telephone call recordings

We may collect the following information about you:

- Personal details: name, addresses, date of birth
- Contact details: home phone number, mobile phone number, address and email address
- Further details: NI number, gender, ethnicity, disability, medical details, marital status,
- Signature, unacceptable behaviour warnings, criminal activity
- Household composition: details of existing accommodation arrangements and family members seeking accommodation with the applicant
- Next of kin details
- Tenancy Details: start and end dates, rent paid, under/over payments, arrears
- Payment details: bank account details, 3rd party payment details
- Repairs: repairs requested, access details, completion dates

- Shareholding membership number
- Purchase details: solicitors details
- Employment: benefit/council tax status and payments, employment history, education history, tax code, trade union membership
- Employment application details, asylum status, criminal record declaration
- Location: IP (internet protocol) address when you access our website
- Images: photo identification and CCTV images
- Telephone call recordings.

We may also record factual information whenever you contact us or use our services, as well as information about other action we take, so that we have an accurate record of what happened.

We may 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, Social Services and/or Local Authorities;
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour
- Medical reports for medical adaptations and Social Work reports for applications;
- Tracing and Employment details from debt collection agencies;
- Title Deeds
- Contractors and suppliers who have undertaken works on our behalf
- Legal advisors
- Health professionals
- Local Authorities
- Charities
- MPs, MSPs and councillors
- Other registered social landlords
- Utility companies
- Household members

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;
- Enable us to supply you with the services and information that you have requested;
- Enable us to respond to your repair request, housing application and complaints made;
- Analyse the information we collect so that we can administer, support, improve and develop our business and the services we offer;
- Contact you in order to send you details of any changes to our or suppliers that may affect you;
- Progress all other purposes consistent with the proper performance of our operations and business; and
- Contact you for your views on our products and services.

Sharing of your information

We may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors, agents, suppliers or subcontractors, utility companies, government agencies and regulators, local councils and healthcare providers insofar as reasonably necessary, and in accordance with data protection legislation.

We may also disclose your personal data:

- 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 / Council and/or Council 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 / Council and/or Council departments);
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority / Council and/or Council Departments and the Department of Work & Pensions;
- If we are taking legal action against you, we may share personal data of tenants and other members of the household with the Council in order to prevent homelessness
- We may share details with our Data Protection Team and/or Legal Advisors
- 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;
- If you are using an advice or advocacy service (such as a solicitor, advice agency or the welfare benefits advisor based in Hillhead Housing Association's Office) we will share relevant information with them where it is necessary to progress your case.
- If you request that we share your information with other RSLs who may assist in re-housing you.
- If your household is threatened with homelessness, your information may be shared between us and Local Health Authority and Social Care Partnership(s).
- If we are pursuing debts associated with a tenancy or a former tenancy we may share your basic information with a third party agency to assist in the recovery of those debts;
- If we are making an insurance claim following an incident we may share your information with our insurers.
- If we are being audited then we may share your information with our auditors.
- Where there is a legal action that involves you such as action to recover a tenancy your information may be shared with a solicitor to assist in the legal process.
- To fulfil our legal and regulatory obligations to bodies such as the Scottish Housing Regulator, Financial Conduct Authority or the Office of the Scottish Charity Regulator.
- If requested by an emergency service.
- With your consent.
- As otherwise required by law.

What are the legal bases for us processing your personal data?

We will only process your personal data on one or more of the following legal basis:

- contract
- consent

- our legitimate interests (including Void Property Management, CCTV recordings, data sharing with local council to prevent homelessness and telephone call recordings)
- vital interests
- the performance of a task carried out in the public interest and / or with official authority
- legal obligation

Special categories of personal data

Special categories of personal data means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you.

The "special categories" of sensitive personal information referred to above require higher levels of protection. We need to meet additional legal requirements for collecting, storing and using this type of personal information.

Transfers outside the UK

Your information will only be processed within the UK except where international transfers are authorised by law.

Security

When you give us information, we take steps to make sure that your personal information is kept secure and safe. All information is kept in line with our data protection policies and procedures.

We will not usually retain your payment details unless you make payments to us using Direct Debit.

Our computer systems are located in our main office, however our staff may use laptops, tablet or other devices offsite, i.e. for homeworking. In instances where devices are used remotely this will be secure and under strict control at all times. Additionally, we have the following controls in place to ensure the security of your personal information:

- All paper-based records are securely locked in storage cupboards when not actively being Used.
- Our offices are protected by an alarm system, a security company and are monitored by CCTV.
- All Hillhead Housing Association 2000 computer servers are within a secure network
- Systems are password protected, patch updates to our servers are implemented and we regularly review system access rights.
- All electronic communication takes place within this secure environment.

The unauthorised use of IT systems is prevented by:

- User ID
- Password assignment
- Lock screen with password activation

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.

We will generally keep your information for periods as recommended by law. Once the periods have expired, the information will be destroyed if it is no longer required for the reasons it was obtained. Our full retention schedule is available by contacting the office on 0141 578 0200, emailing us at mwhite@hillheadhousing.org or from our website: <https://hillheadhousing.org/contact-us/>

Your Rights

You have the right at any time to request to exercise your data subjects' rights in relation to the following:

- the right to be informed
- the right to access
- the right to rectification
- the right to object to processing
- rights in relation to automated decision making and profiling
- the right to be forgotten
- the right to data portability
- the rights to restrict processing

Any questions relating to this notice and our privacy practices should be directed, in the first instance, to mwhite@hillheadhousing.org or by telephoning 0141 578 0200.

Our Data Protection Officer is provided by RGDP LLP and can be contacted either via 0131 222 3239 or info@rgdp.co.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:

Telephone: 0303 123 1113

Online: [Make a complaint | ICO](#)

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.

This Privacy Notice was last updated on 11.11.24.