

Online Forms Privacy Notice

This notice explains what information we collect, when we collect it and how we use it when you complete an online form. 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 we are

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 their Registered Office at:

2 Meiklehill Road, Hillhead, Kirkintilloch, G66 2LA

Hillhead Housing Association 2000 takes the issue of security and data protection very seriously and strictly adheres to UK data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018, as may be amended from time to time.

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

This online form privacy notice explains how we collect and use personal information about you. Separate versions of Privacy Notices are issued to our Tenants, Customers, Staff, Website Users and Contractors and Committee Members.

When you complete an online form, we may collect personal information about you:

- Name;
- Address; and
- Contact details

We may use this personal information to:

- provide you with the services that you have requested from us;
- communicate with you, including in response to any of your enquiries;
- undertake surveys
- improve our services and respond to changing needs;
- process your rent payments;

- carry out repairs to your property;
- handle and resolve complaints made by, or, against you;
- keep the personal information that we hold about you accurate and up-to-date (if you provide any new personal information to us via the online form); and
- signpost you to organisations that can offer benefits and debt advice and support.

Who do we share your personal information with?

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

We may also disclose your personal data:

- with your consent;
- to the extent that we are required to do so by law;
- to complete a regulatory return in relation the Management e
- to protect the rights, property and safety of us, our customers, users of our websites and other persons;
- in connection with any ongoing or prospective legal proceedings;
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory body involved in any complaint, whether investigating the complaint or otherwise;
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling;
- to another organisation if we enter into a joint venture or merge with another organisations.

How long do we keep your personal information?

We will only keep your personal information for as long as we need to for the purposes described above, including to meet any legal, accounting, reporting or regulatory requirements. More information is contained within our data retention policy and schedule which is available via our website (within Document Library)

How do we keep your personal information secure?

The security of your personal information is of paramount importance to us and we use appropriate technical and organisational measures to safeguard your personal information.

However, while we will use reasonable efforts to safeguard your personal information, the use of the Internet is not entirely secure and, for this reason, we cannot guarantee the security of any personal information that is transferred by or to you via the Internet. If you have any concerns about the security of your personal information, please contact our Data Protection Officer (DPO) for more information.

Your rights

It is important that the personal information that we collect, hold and use about you is accurate and current. Please keep us informed of any changes by emailing admin@hillheadhousing.org or by telephoning 0141 578 0200.

In certain circumstances, the law gives you the right to request:

- A copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
- Correction of any incomplete or inaccurate personal information that we hold and use about you.
- Deletion of your personal information where there is no good reason for us continuing to hold and use it. You also have the right to ask us to do this where you object to us holding and using your personal information (details below).
- Temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it.
- The transfer of your personal information to another organisation.
- You can also object to us holding and using your personal information where our legal basis is a legitimate interest (either our legitimate interests or those of a third party).

When you make a request, we are required to verify your identity and may ask you for specific information to fulfil this purpose. Normally, you will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

Complaints

We seek to directly resolve any complaints about how we handle personal information and would request you contact us in the first instance.

If you are not happy thereafter, you also have the right to complain to the Information Commissioner's Office (ICO) in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland
Queen Elizabeth House
Sibbald Walk
Edinburgh
EH8 8FT

Telephone: 01303 123 1115

Email: scotland@ico.org.uk

We keep this privacy notice under regular review and will place any updates on our website.

This privacy notice was last updated on 8.12.23