

## **Privacy Notice**

### **Tenants, Owners and Applicants**

#### **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.

Glen Oaks Housing Association has its registered address at 3 Kilmuir Drive, Arden, Glasgow, G46 8BW. Glen Oaks Housing Association 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 Office under registration number Z5443064 and we are the data controller of any personal information that we process regarding you.

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

- Name
- Address
- Protected characteristics data, as defined by the Equality Act 2010
- Date of birth
- Phone numbers
- E-mail address
- National Insurance number
- Medical details
- Care and support information
- Employment details
- Criminal record declaration
- Next of kin / emergency contacts
- Marital status
- Bank account details

- Health and medical details
- Unacceptable behaviour warnings
- Payments
- CCTV imagery
- Contact details
- Criminal convictions
- Start and end date tenancy
- Telephone call recordings

***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
- You directly

***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

***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
- Enable us to supply you with the services and information that you have requested
- Respond to repair requests, housing applications, complaints and requests for medical adaptations
- Improve and develop the services we offer
- Keep you updated on any changes to our services
- 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
- Progress all other purposes consistent with the proper performance of our operations and business
- 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, trusted third parties and healthcare providers insofar as reasonably necessary, and in accordance with data protection legislation.

Examples of where we may share your personal data includes the following:

- With your consent;
- To the extent that we are entitled or required to do so by law;
- If we enter into a joint venture with or merged 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 disclosed to our contractors;
- If investigations are ongoing in relation to a complaint or crime, information may be disclosed to the Scottish Public Services Ombudsman, Police Scotland, Local Authority 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 of Work & Pensions;
- If required by an emergency service;
- 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 required by law, we will disclose your information to statutory bodies such as auditors or solicitors;

- If we are pursuing debt recovery, your information may be disclosed to our solicitors and Local Authority;
- If we need to facilitate the payment of any benefits, your information may be disclosed to the Department of 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; and
- 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 processed within the United Kingdom and / or the European Economic Area, 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 held in accordance with our data protection policies and procedures.

### ***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.

## **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;
- in certain situations, make a request to us to delete your personal data;
- request we restrict processing your personal data;
- object to the processing;
- object to us processing your personal data; and
- the portability of your information

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](mailto:martha.hutcheson@glenoaks.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.

## **Queries and Complaints**

Any questions relating to this notice and our privacy practices should be directed, in the first instance, to [martha.hutcheson@glenoaks.org.uk](mailto:martha.hutcheson@glenoaks.org.uk) or by telephoning 0141 620 2705.

Our Data Protection Officer is provided by RGDP LLP and can be contacted either via 07935 008316 or [info@rgdp.co.uk](mailto: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](#)

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.