



## Linthouse Housing Association

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### GDPR Fair Processing Notice

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#### How we use your 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 handle your information.

#### Who are we?

Linthouse Housing Association (Reg. No. XH149) is a Scottish Charity (Scottish Charity Number SC028161), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 1800R(S) and having its Registered Office at 1 Cressy Street, Glasgow G51 4RB ("we" or "us") take the issue of security and data protection very seriously and strictly adheres to guidelines published in the UK GDPR and Data Protection Act of 2018 (the 2018 Act), together with any domestic laws subsequently enacted.

We are registered as a Data Controller with the Office of the Information Commissioner (ICO) under registration number Z7465505 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Colin Jones, ICT Manager, [DPO@linthouseha.com](mailto:DPO@linthouseha.com). Any questions relating to this notice and our privacy practices should be sent to [DPO@linthouseha.com](mailto:DPO@linthouseha.com).

## How we collect information from you and what information we collect

We collect information about you to enable us to fulfil our contractual obligations. You, in turn, are under a contractual obligation to provide the data requested from you to enable performance of any contract we enter with you (i.e, the tenancy agreement you are party to):

- when you apply for housing with us, become a tenant, request services/repairs, enter in to 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).

We may collect the following personal information about you:

- name
- address
- date of birth
- telephone number
- email address
- national insurance number
- next of kin details

We may also record other information when you contact us or use any of the services that we provide.

## **Why we need this information about you and how it will be used**

We need your information and will use it to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you. This includes

- to enable us to supply you with the services and information which you have requested.
- To enable us to respond to your repair request, housing application and complaints made.
- To analyse the information, we collect so that we can administer, support and improve and develop our business and the services we offer.
- For all other purposes consistent with the proper performance of our operations and business; and
- To contact you for your views on our products and 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 with or merged 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, Glasgow City Council, Scottish Fire & Rescue Service, Community Safety Glasgow 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 the Local Authority);
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, the Local Authority and the Department of Work & Pensions;
- 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;

Unless we have a lawful basis for disclosure, we will not otherwise share, sell, or distribute any information you provide to us without your consent.

## **Transfers outside the UK and Europe**

Your information will only be stored within the UK.

## **Security**

When you give us information we take steps to make sure that your personal information is kept secure and safe.

## **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;
- ask us to correct any inaccuracies of fact in your information;
- request that we restrict your data processing.
- Data portability
- Rights related to automated decision making including profiling.
- Make a request to us to delete what personal data of you we hold; and
- Object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at [DPO@linthouseha.com](mailto:DPO@linthouseha.com). **You should note that your rights under the UK and GDPR 2018 Act are not absolute and are subject to qualification.**

If you have any complaints about the way your data is processed or handled by us, please contact Colin Jones, ICT Manager at [DPO@linthouseha.com](mailto:DPO@linthouseha.com)

If you remain unsatisfied after your complaint has been processed by us, 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](mailto: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.