



# ARDENGLLEN



## 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 handle your information.

# We collect information about you

- when you apply for housing with us, become a tenant, request services/repairs, enter in to a factoring agreement or commercial lease with ourselves howsoever arising or otherwise provide us with your personal details
- when you apply to become a member
- from your use of online services to report a repair
- 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 become a volunteer
- when you apply to attend one of our community events
- when you register on one of our regeneration projects

## We may collect the following information about you:

- personal details: name, address, date of birth, marital status, gender
- contact details: home telephone number, mobile telephone number, email address, previous address, forwarding address
- rent account: National Insurance Number, bank account details, housing benefit reference, under/over payments, tenant reference, income & expenditure details, unacceptable behaviour warnings
- tenancy details: start and end dates, household composition (existing and future requirements), name and date of birth of children in household
- further details: next of kin, disability, medical details, signature, share membership number
- repairs: repairs requested, access details, completion dates
- CCTV images

## 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
- reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour
- regeneration project partners
- physical or mental health information from public authorities

# 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
- 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
- to contact you in order to send you details of any changes to our supplies which may affect you, issue satisfaction surveys and newsletters
- for all other purposes consistent with the proper performance of our operations and business
- to contact you for your views on our services
- to enable us to meet our regulatory obligations
- to deliver our regeneration projects
- to organise our community events

# 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 instruct repair or maintenance works, your information may be disclosed to our contractors
- if we are issuing newsletters or service information, your information may be disclosed to printing and mail distribution services
- when we grant third parties controlled access to our electronic network for security and maintenance, your information may be disclosed to IT consultants, specialist housing software providers and document storage software providers
- if we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority 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)
- if we are investigating payments made or instances of non-payment, your information may be disclosed to payment processors, Local Authority, Department of Work & Pensions, solicitors, sheriff officers and debt recovery agencies
- to allow you to make payment to us in terms of your contract with us
- if we are making a reference regarding a child protection issue or to seek legal advice
- if we are conducting a survey of our services, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results
- if we are approached for a former tenant reference, your information may be disclosed to other Registered Social Landlords or private landlords
- if you access our welfare rights service, your information may be disclosed to our money advice organisation
- if you participate in our regeneration projects, your information may be disclosed to course facilitators
- 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

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 UK and EEA.

### Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. Further details on the security measures we have in place can be found in our Privacy Policy online at <http://www.ardenglen.co.uk/privacy.html> or by request from our office.

# 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. Once the information is no longer required for

the reasons it was obtained it will be destroyed. The association adopts the National Housing Federation's document retention schedule and this can be found online at [www.housing.org.uk/resource-library/browse/document-retention-for-housing-associations](http://www.housing.org.uk/resource-library/browse/document-retention-for-housing-associations).

## 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 what personal data about you we hold
- object to receiving any marketing communications from us

If you would like to exercise any of your rights above please contact us at [dataprotection@ardenglen.org.uk](mailto:dataprotection@ardenglen.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](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.**



# ARDENGLLEN

**[www.ardenglen.co.uk](http://www.ardenglen.co.uk) email: [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk) Telephone : 0141 634 8016**

Office: 355 Tormusk Road, Castlemilk, Glasgow, G45 0HF

Ardenglen Housing Association Ltd, a Scottish Charity (Scottish Charity Number SC032542), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2339R(S) and having their Registered Office at 355 Tormusk Road, Glasgow, G45 0HF.

We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5937922 and we are the data controller of any personal data that you provide to us. Our Data Protection Officer is Leanne McGowan. Any questions relating to this notice and our privacy practices should be sent to Leanne McGowan at 355 Tormusk Road, Glasgow, G45 0HF or emailed to [dataprotection@ardenglen.org.uk](mailto:dataprotection@ardenglen.org.uk).

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