



GENERAL DATA PROTECTION REGULATIONS

FAIR PROCESSING NOTICE

This notice explains what personal information the Association collects about you, when we collect and how we use it.

Charing Cross Housing Association is a registered social landlord (Scottish Housing Regulator Registration Number HCB88) with charitable status (Scottish Charity Number SCO42842).

Its Registered Office is at 31 Ashley Street, Glasgow, G3 6DR.

INTRODUCTION

During the course of our business, the Association will collect, store and process personal information about you. This information is your **Personal Data** and can be held on paper or electronically.

We take the issue of data protection and security very seriously and are committed to making sure we treat your personal data in an appropriate and lawful manner.

From 25th May 2018 the Association will be required to comply with the **General Data Protection Regulations (EU) 2016/679** which replaces the existing legislation on data protection and any other domestic laws which might come into force in the future.

Under the requirements of the General Data Protection Regulations (GDPR) Charing Cross Housing Association is registered with the Information Commissioner's Office as the Data Controller (Data Controller number Z5805010) of any personal data that you provide to us.

If you have any questions relating to this notice, our privacy practices or our data protection policies and procedures, please contact The Association's Data Officer, **LINDA IRVINE**.

INFORMATION IS COLLECTED ABOUT YOU WHEN YOU:

- Apply for housing with the Association
- Become a tenant with the Association
- Request services such as repairs
- Enter into a factoring agreement with the Association
- Apply to become a member of the Association
- Use the Association's website to report a tenancy or factor related issue, make a complaint or comment etc
- Make arrangements to make payments to the Association
- Provide personal information as part of managing your tenancy

THE INFORMATION COLLECTED ABOUT YOU IS:

- Name, Address and Contact Details (telephone numbers, email address)
- National Insurance Number
- Next of Kin
- Health & Disability Information
- Financial & Banking Information

THE INFORMATION WE MAY RECEIVE FROM THIRD PARTIES INCLUDES:

- Benefits Information including awards of Housing Benefit and Universal Credit
- Payment made by you to the Association
- Complaints or other communications regarding alleged behaviour by you, a member of your household or a visitor to your home
- Details of breaches of your tenancy agreement

- Tenancy reports from previous landlords
- Police reports of criminal activity in your home

WE COLLECT INFORMATION ABOUT YOU TO ENABLE US TO:

- Undertake and perform our obligations and duties in accordance with the terms of the contract we have with you
- Supply you with services and information
- Respond to your repair requests, housing application, complaints etc
- Monitor, administer and support the business and the services we provide
- Monitor our performance and improve our services
- Develop our business and the services we offer
- Keep you up to date of changes to policies, practices and/or legislation that may affect you
- Contact you for your views and opinions on the our services and how we deliver them
- Keep accurate records
- Safeguard and maintain the Association's properties and assets

SHARING YOUR INFORMATION

The information you provide to us will be treated in the strict confidence by the Association and will only be processed by our employees within the UK and EEA.

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. Such purposes would include the Association:

- Merging or entering into a joint venture with another business when your information may be disclosed to our new business partners or owners
- Instructing a repair or maintenance work when we would be required to give contact details etc to the contractor
- Investigating a complaint and require to disclose your information to Police Scotland, Local Authority departments, Scottish Fire & rescue service and others that are involved in investigating the complaint
- Updating tenancy details where may have to disclose your information to third parties such utility companies or the Local Authority
- Investigating payments made or otherwise, your information may be disclosed to payment processors, the Local Authority and/or the Department of Work & pensions
- 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 result
- Instructing court action for breaches of tenancy which requires information to be provided to the Association's legal advisers

Unless required to do so by law, we will not otherwise share, sell or distribute

any of the information you provides to the Association without your consent.

TRANSFER OF YOUR INFORMATION OUTSIDE THE UK & EUROPE

Your information will only be stored within the UK and EEA.

SECURITY

We will take all necessary and reasonable steps to make sure that the personal information you give us is kept safe and secure.

More information on how we protect your information is available in the Association's Privacy Policy which is available from the office or on the Association's website at www.cxha@cxha.org.uk

WE WILL ONLY HOLD THE INFORMATION YOU FOR AS LONG AS:

- Is necessary for the relevant activity
- Is required by law (we may legally be required to hold some types of information)
- Is set out in any relevant contract we have with you

The Association reviews its data retention periods regularly but will generally keep your information for the minimum periods after which it will be destroyed if it is no longer required for the reasons it was obtained.

The Association's full Document Retention Policy & Schedule is available from the office or on the Association's website at www.cxha.org.uk

YOUR RIGHTS

You have the right at any time to:

- Ask for a copy of the information about you held by the Association in our records
- Require us to correct any inaccuracies in your information
- Make a request to the Association to have your personal data held by us deleted
- Object to receiving any marketing communications from the Association

If you would like to exercise any of your rights outlined above, please contact **LINDA IRVINE** at the Association's office or email her at linda.irvine@cxha.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:

The Information Commissioner's Office – Scotland
45 Melville Street

Edinburgh
EH3 7HL

Telephone: **0131 244 9001**

Email: Scotland@ico.org.uk

It is important to us that your information we hold is accurate. Please help us keep our records updated by information us of any changes to your contact details, including your email address, mobile telephone number etc.