



GDPR Fair Processing Notice

(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.

Who are we?

1. Argyll Community Housing Association Limited, a Scottish Charity (Scottish Charity Number SC042713), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2661R(S) and having their Registered Office at Menzies House, Glenshellach Business Park, Oban, PA34 4RY (“**we**” or “**us**”) 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.
2. We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z9593799 and we are the data controller of any personal data that you provide to us.
3. Our Data Protection Officer is Bruce West, Director of Finance and IT.
4. Any questions relating to this notice and our privacy practices should be sent to Bruce West, Director of Finance and IT, Argyll Community Housing Association, Dalriada House, Lochgilphead, PA31 8JL; bruce.west@acha.co.uk.

How we collect information from you and what information we collect

6. We collect information about you as a tenant. We collect this information in a variety of ways. For example, data might be collected when you apply for housing with us, become a tenant, request services/ repairs, enter in to a factoring agreement with ourselves, participate as a private owner in a property improvement/investment contract, access our welfare rights service or howsoever arising or otherwise provide us with your personal details; when you apply to become a member; from your use of our online services and through communications with us whether to report any tenancy/ factor related issues or 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). This information we collect includes:
 - a) Your name, address and contact details including email address and telephone number,
 - b) Your National Insurance Number
 - c) Next of Kin details
 - d) Information to allow us to monitor and comply with equalities legislation;
 - e) Personal financial information when accessing our welfare rights services or to assist in managing rent arrears or other debts due to the association.

7. We receive the following information from third parties:
 - a) Benefits information, including awards of Housing Benefit/ Universal Credit
 - b) Payments made by you to us;
 - c) Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us which may include information obtained from Police Scotland;
 - d) Reports as to the conduct or condition of your tenancy which may include references from previous tenancies and complaints of anti-social behaviour

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

8. 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; and to enable us to respond to your repair request, housing application and complaints made; to allow you, as a private owner, to participate in property improvement/investment contract; and to allow our welfare rights service to work on your behalf where you have agreed to access this service.
9. We also to process your data 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 or supplies which may affect you; for all other purposes consistent with the proper performance of our operations and business; to contact you for your views on our products and services;
10. We also require your personal data to comply with requirements arising from equalities legislation;

Sharing of Your Information

11. The information you provide to us will be treated by us as confidential. 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:
 - a) 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;
 - b) If we instruct repair, maintenance and/or improvement/investment works, your information may be disclosed to any contractor;
 - c) 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;
 - d) If we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and Local Authority);

- e) If we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the Department of Work & Pensions;
- f) 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;
- g) If we are undertaking welfare rights work on your behalf;
- h) Bulk mailing where we need to provide contact details to allow a third party to deliver communications to you.

12. 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

13. Your information will only be stored within the UK and EEA. Where information is transferred outside the UK or EEA we ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

Security

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

How long we will keep your information

15. 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.

16. We will keep your information for the minimum periods set out in our data retention policy after which this will be destroyed if it is no longer required for the reasons it was obtained.

17. Our data retention policy is available on our website at www.acha.co.uk.

Your Rights

18. You have the right at any time to:

- a) access and obtain a copy of your data on request;
- b) require the organisation to change incorrect or incomplete data;
- c) require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- d) object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- e) ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

19. If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact: Bruce West, Director of Finance and IT, Argyll Community Housing Association, Dalriada House, Lochgilphead, PA31 8JL; bruce.west@acha.co.uk.

20. 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

21. 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.