

# GDPR

## Fair Processing Notice



### How we use your personal information

At Provanhall Housing Association we hold information about you and the people who live with you. A forthcoming change to the law requires us to give you more detail about what information we hold about you.

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?

Provanhall Housing Association, a Scottish Charity (Scottish Charity Number SCO37762), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 204 and having their Registered Office at 34 Conisborough Road, Glasgow, G34 9QG. 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 Z212380X and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Alan Hume.

Any questions relating to this notice and our privacy practices should be sent to:  
[info@provanhallha.org.uk](mailto:info@provanhallha.org.uk)

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

#### We collect information about you:

- 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, apply for housing, general enquiry, 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 collect the following information about you:

- Name.
- Name of joint tenant.
- Name and dates of birth of household members.
- Address.
- Telephone number.
- E-mail address.
- National Insurance Number.
- Next of Kin.
- Employment details.
- Date of birth.
- Equalities data.
- Criminal convictions.

#### We may also 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.
- Elected members enquiries.

It is important that the personal information that we hold about you is accurate and current. We will take steps to try to ensure that it is kept up to date, but we would ask you to keep us informed of any changes. All you need do is tell your Housing Officer of any changes.

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

The main reason that we hold information about you is to help us provide you with the services that your Tenancy Agreement requires us to provide.

We also use it to make sure that we both do what the Tenancy Agreement requires of us i.e.:

- To provide you with services as the landlord of your property.
- To manage and administer your tenancy; including processing your rent payment, carrying out repairs to your property, completing safety checks and other periodic maintenance inspections to your property, dealing with any complaints that involve you, managing and recovering rent arrears, and managing and recovering rechargeable repairs.
- To communicate with you e.g. sending you letters, Newsletters, our Annual Report etc.
- To help facilitate the adaptation of your property (where it is required on health grounds).
- To enable us to supply you with the services and information which you have requested.
- 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.
- To help in the completion of resident surveys (the outcome results of which we use in the review of our services).
- In the compilation of anonymous statistical returns/reports which are submitted to our Management Committee and/or the Scottish Housing Regulator.

## 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, 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 otherwise, your information may be disclosed to payment processors, 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.
- When we obtain legal advice about a situation involving a tenant, or a member of their household, or when we instruct legal action against a tenant, or a member of their household, we will disclose to our solicitor only personal information (and/or sensitive personal information) about that tenant and their household that is relevant to the situation.
- Police Scotland. In the event of suspected criminality, we will follow processes to provide personal information to the police.

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. We don't share your information with the firms that maintain our computer systems, but they may come across your personal information when they are in doing work to our computer systems. These firms aren't allowed to use your data.

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.

Please see our privacy policy and associated password policy on our Website at:

[www.provanhallha.org.uk/documentlibrary/gdpr/privacypolicy](http://www.provanhallha.org.uk/documentlibrary/gdpr/privacypolicy).

Copies are also available 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.

Our full retention schedule is available on our website at: [www.provanhallha.org.uk/document-library/gdpr/retentionperiods](http://www.provanhallha.org.uk/document-library/gdpr/retentionperiods), or upon request at our office. At the end of the retention period your information will be destroyed if it is no longer required for the reasons it was obtained.

## Your Rights

Under certain circumstances, the law gives you the right to:

- Request a copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
- Request a correction of any incomplete or inaccurate personal information that we hold about you.
- Request deletion of your personal information where there is no good reason for us continuing to hold and use it. You also have the right to ask us to do this where you object to us holding and using your personal information.
- Object to receiving any marketing communications from us.
- Request the suspension of the use of your personal information.
- The transfer of your personal information to another organisation.
- You can also object to us holding and using your personal information where our legal basis is a legitimate interest (either our legitimate interests or those of a third party).

## Withdrawal of Consent

You and the other members of your household have the right to withdraw your consent to us holding and using your, and/or their personal information by contacting us.

Once you/they have withdrawn your/their consent, we will no longer use your/their personal information for the purpose(s) set out earlier in this statement unless we have another legal basis for doing so.

If you would like to exercise any of your rights above please contact us at [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) or call 0141 771 4941.

## Fees

When you make a request, we may ask you for specific information to help us confirm your identity for security reasons.

You will not need to pay a fee, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

## Right to Complain

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.**



### Provanhall Housing Association Limited

34 Conisborough Road ■ Glasgow G34 9QG  
telephone 0141 771 4941 ■ fax 0141 771 5959  
email [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) ■ text 07860 035 864

The Association is registered with the FSA 2401 RS and The Scottish Housing Regulator HHC242. Charity Number: SC037762.  
Property Factor Registration Number: PF000389

[www.provanhallha.org.uk](http://www.provanhallha.org.uk)



HAPPY TO TRANSLATE  
MOŻEMY PRZETŁUMACZYĆ  
HEUREUX DE TRADUIRE

Dostępne usługi  
tłumaczeniowe.  
Proszę pytać w recepcji.