

Yorkhill Housing Association Limited – Factoring Service PF000220

General Data Protection Privacy Notice

This notice explains what personal information we collect, when and why we collect it, how we use it and your rights regarding it. It also lets you know how long we will keep it. We will always keep it in a safe and lawful manner and destroy it when it is no longer needed for the reason it was collected.

We are registered with the Office of the Information Commissioner as a data controller. Our registration number is Z7311597.

Our named officer for data protection is our Compliance Manager, Stewart Pattison, who can be contacted at the Association's Office at 1271 Argyle Street, Glasgow, G3 8TH, by telephone on 0141 285 7910 or email at spattison@yorkhillha.org. Copied to administration@yorkhillha.org. Any questions relating to this notice should be sent to him.

When we collect information

We collect information about you when:

- you request services/repairs, enter in to a factoring agreement with us and however else you provide us with your personal details;
- you apply to become a member of the Association;
- you use our online services, whether to report any factoring related issues, make a complaint or otherwise; and
- you make arrangements to a make payment to us (such as bank details, payment card numbers and benefit entitlement).

You may already be a member of the Association. If that is the case you will be issued with a separate privacy notice about the information we hold in connection with your membership of Yorkhill Housing Association Limited.

What we collect

We collect the following type of basic information to identify you:

- your name;
- address;
- telephone number;
- e-mail address;
- National Insurance Number; and

- an alternative address if you are not occupying the factored property.

We also ask for details of your next of kin or other preferred contact in case of emergencies.

Equality and Diversity

To meet with equalities and diversity law and good practice we ask you for information on your:

- age range;
- gender;
- disability;
- ethnic origin; and
- Race.

The information is used for equality and diversity monitoring. This information is anonymous and you do not have to give it to us if you do not want to.

Information from others

We may receive the following information from others:

- information regarding the potential sale of your property;
- information from Glasgow City Council's Grants Section;
- information from Landlord Registration;
- information from the Department of Social Security;
- information from the Scottish Property Factors Register;
- information from Sheriff Officers, Solicitors and Courts regarding debt recovery; and
- information on complaints; regarding behaviour or other alleged breaches of the terms of your agreement with us; including information obtained from Police Scotland.

Why we need your information and what we use it for

We need your information and use it:

- to perform our duties to you in line with the terms of our agreement with you;
- to allow us to provide services and to give you information you ask for;
- to improve services we offer;

- to contact you in order to send you details of any changes to our services which may affect you;
- to contact you for your views on our products and services;
- for other purposes to perform our business with you; and
- to meet equalities and diversity law and good practice.

Sharing Information

We may pass your information to others who act for us for the purposes set out in this notice or for purposes you agree:

- for repair or maintenance works, your information be will be passed to appointed contractors;
- if we are looking into payments made or otherwise; your information may be passed to the Local Authority if we are seeking payments to be made on your behalf;
- if we are conducting a survey of our products and/or services, your information may be passed to consultants assisting us with this;
- for the Property Factors Register regarding registrations;
- to the Department of Works and Pensions regarding assistance with costs or otherwise;
- to Glasgow City Council regarding grant applications or landlord registration matters;
- while we are being audited;
- if we engage with the Third Tier Tribunal regarding complaints.
- to Sheriff Officers regarding debt collection;
- to solicitors regarding legal actions or property sales; and
- if we are looking into a complaint, information may be passed to Police Scotland, Local Authority departments, Scottish Fire and Rescue Service and other bodies involved.

Security

When you give us personal information we take steps to make sure that it is kept safe and secure. Our Privacy Policy covers all security issues and is available to you if you ask for it.

Data Retention and Disposal

We will only hold your personal data for as long as is necessary for the relevant purpose it was collected, as required by law and; for as long as set out in any

contract we have with you. When we no longer need your information for these purposes we will destroy it securely.

Any of your information we hold in relation to general correspondence, equality and diversity or anti-social behaviour will only be kept for as long as you are in ownership of a property. Factoring agreements and minutes of Factoring meetings are kept for the duration that we are appointed factor of a property. The financial records will be retained for 7 years.

Your Rights

You have the right at any time to:

- ask for a copy of the information we have about you;
- require us to correct any information that's wrong;
- ask us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights please contact our named officer. His details are noted in paragraph 3 of this document.

You 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

The accuracy of your information is important to us - please help us to keep our records up to date by telling us of any changes to your email address and other contact details.