

## **General Data Protection Regulation (GDPR): Fair Processing Notice**

Blochairn Housing Association is a Scottish Charity (No. SCO40816); a registered society under the Co-operative and Community Benefit Societies Act 2014 (No. 2341R) and was registered with the Scottish Housing Regulator on 5 March 1990 (No. HAC223). Under the GDPR the Association is registered as a Data Controller with the Office of the Information Commissioner (OIC), (No. Z5776715).

The GDPR came into force in 2018, replacing the Data Protection Act 1998. This notice explains what information we collect, when it is collected and how it is used. In processing personal data we will treat it in an appropriate and lawful manner and will take the issues of security and data protection very seriously.

We collect information when someone applies for housing; becomes a tenant; requests a service, e.g. a repair; enters into a factoring agreement; becomes a Member; makes a complaint; makes a payment to us or if they provide us with other personal details.

We receive information from third parties, e.g. about welfare benefits, including Housing Benefit/Universal Credit; bank payments; complaints about behaviour or alleged breaches of the Tenancy Agreement, including information from Police Scotland and Glasgow City Council; about tenancy reports and references from previous tenancies.

We use information to carry out our legal and contractual obligations and duties to tenants, owners, housing list applicants and others and to supply services and information in response to, for example, repair requests; housing applications and complaints made. We will analyse information to manage, improve and develop our services and for other purposes consistent with the proper performance of our operations and business.

We will treat information as confidential. We may disclose it to third parties who act for us. For example, contact details will be given to a contractor; if a complaint is investigated, information may be given to Police Scotland, Local Authority departments, Scottish Fire & Rescue Service and others. If tenancy details are updated, information may be given to, e.g. utility companies and the Local Authority. Payments information may be given to banks, the Local Authority and the Department of Work & Pensions. If a survey is being carried out, contact details will be given to the company carrying out the survey.

We will keep personal data secure and safe and will only hold it for as long as is necessary, as required by law or as set out in any relevant contract. It will be destroyed if it is no longer required for the reasons it was obtained. Unless required to do so by law, the Association will not share, sell or distribute information without consent.

You have the right to ask for a copy of your personal data held by us and can ask for any inaccuracy to be corrected or for it to be deleted. You also have the right to complain to the Information Commissioner's Office, 45 Melville Street, Edinburgh EH3 7HL (0131 244 9001 [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)) about our use of personal information.

The accuracy of personal information is important. Please help us to keep our records up to date by providing details of changes, in particular, on contact details, such as, telephone numbers and email addresses or on emergency contact details.

Any questions on the GDPR or about this Fair Processing Notice should be directed to our Director in writing; by email to [michael@blochairn.org](mailto:michael@blochairn.org) or by calling 553 1601.