

RESIDENTS FAIR PROCESSING NOTICE

**GENERAL DATA PROTECTION REGULATIONS 2018
FAIR PROCESSING NOTICE**

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.

Milnbank Housing Association (MHA) 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 (GDPR) (EU) 2016/679, together with any domestic laws subsequently enacted.

DATA CONTROLLER



We are a registered Data Controller with the Information Commissioners Office and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Pauline Hamilton, Compliance Co-ordinator. Any questions relating to this notice and our privacy practices should be sent to p.hamilton@milnbank.org.uk or telephone 0141-551-8131

HOW WE COLLECT INFORMATION FROM YOU AND WHAT INFORMATION WE COLLECT



We collect information about you:

- when you apply for housing, become a tenant, request our services, repairs service, factoring services;

- when you apply to become a member;
- from your use of our online services, whether to report any tenancy or factor related issues, 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/address/telephone number/e-mail address;
- National Insurance Number;
- next of Kin details;
- dependents details;
- financial information (e.g. bank details, income details)

We receive the following information from third parties:


- Benefits information, including awards of Housing Benefit/UC
- Payments made by you to us;
- Complaints/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
- Medical information

WHY MHA NEED THIS INFORMATION ABOUT YOU AND HOW IT WILL BE USED



MHA 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;
- to enable us to respond to your repair request, housing application and complaints made;
- 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

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| | <p>send you details of any changes which may affect you;</p> <ul style="list-style-type: none"> • 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. |
| <p>SHARING YOUR INFORMATION</p>  | <p>The information you provide to MHA will be treated as confidential & will be processed only by our employees within the UK/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, including the following:</p> <ul style="list-style-type: none"> • 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 |

1

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|  | <p>disclosed to third parties (such as utility companies and Local Authority);</p> <ul style="list-style-type: none"> If we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the DWP; 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 <p>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.</p> |
| <p>TRANSFERS OUTSIDE THE UK and EUROPE</p>  | <p>Your information will only be stored within the UK and EEA.</p> |
| <p>SECURITY</p>  | <p>When you give us information we take steps to make sure that your personal information is kept secure/safe. For full details, please see our Privacy Policy.</p> |
| <p>HOW LONG MHA WILL KEEP YOUR INFORMATION</p>  | <p>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.</p> |

4

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| | <p>When the data retention period expires your information will be destroyed if it is no longer required for the reasons it was obtained.</p> |
| <p>YOUR RIGHTS</p>  | <p>You have the right at any time to:</p> <ul style="list-style-type: none"> ask for a copy of the information about you held by MHA in our records; require us to correct any inaccuracies in your information; make a request to us to delete what personal data of yours we hold; object to receiving any marketing communications from us. <p>If you would like to exercise any of your rights above please contact p.hamilton@milnbank.org.uk or 0141-551-8131</p> |
| <p>INFORMATION COMMISSIONER'S OFFICE (ICO)</p>  | <p>You also have the right to complain to the ICO in relation to our use of your information. The ICO's contact details are noted below:</p> <p>The Information Commissioner's Office (Scotland) 45 Melville Street, Edinburgh, EH3 7HL Telephone: 0131 244 9001 Email: Scotland@ico.org.uk</p> |

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

5