

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.

WHO ARE WE?

Milnbank Housing Association, a Scottish Charity (Scottish Charity Number SCO39891), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 1818 R(S) and having their Registered Office at 53 Ballindalloch Drive, Dennistoun, Glasgow, G31 3DQ. MHA take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 2018 (the 2018 Act) and the General Data Protection Regulation (EU) 2016/679 (GDPR), together with any domestic laws subsequently enacted.

We are registered as a Data Controller with the Office of the Information Commissioner (ICO) under registration number Z627136X and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Pauline Munro. Any questions relating to this notice and our privacy practices should be sent to p.munro@milnbank.org.uk or telephone 0141-551-8131

HOW WE COLLECT INFORMATION FROM YOU AND WHAT INFORMATION WE COLLECT.

We collect information about you to enable us to perform our contractual obligations. You, in turn, are under a contractual obligation to provide the data requested from you to enable performance of the contract (i.e.. the tenancy agreement you are party to):

- when you apply for housing with MHA, become a tenant, request our services, repairs service, enter into a factoring agreement
- 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).

Under the terms of the tenancy agreement, you are under a requirement to provide us with the following information:

- name;
- address;
- telephone number;
- e-mail address;
- National Insurance Number;
- next of Kin;
- dependents details;
- financial information (e.g. bank details, income details)
- ethnic origin (this is classified as "Sensitive Personal Data")
- details re medical conditions/disabilities (this is classified as "Sensitive Personal Data")

We 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
- Medical information

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

We need your information to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you. This includes:

- 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 send you details of any changes to our suppliers which may affect you;
- for all other purposes consistent with the proper performance of our operations and business; and
- to contact you for your views on our products and services.

SHARING YOUR INFORMATION

The information you provide to MHA will be treated by us as confidential and 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:

- 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 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
- To the Scottish Housing Regulator with regards to statistical data.

Unless we have a lawful basis for disclosure, 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

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. For full details, please see our Privacy Policy.

HOW LONG MHA 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.

We will generally keep your information for the minimum periods outlined in Appendix 2 of this policy after which this will be destroyed if it is no longer required for the reasons it was obtained. Our full retention schedule is available at Appendix 2 of the GDPR Policy.

YOUR RIGHTS

You have the right at any time to:

- ask for a copy of the information about you held by MHA in our records
- ask us to correct any inaccuracies of fact in your information
- request that we restrict your data processing
- data portability
- rights related to automated decision making including profiling
- make a request to 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 above please contact p.munro@milnbank.org.uk or 0141-551-8131. You should note that your rights under the GDPR and 2018 Act are not absolute and are subject to qualification.

If you have any complaints about the way your data is processed or handled by us, please contact Pauline Munro, DPO p.munro@milnbank.org.uk
If you remain unsatisfied after your complaint has been processed by us, 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
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Telephone: 01334 464610
Email: enquiries@foi.scot

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.