

Clyde Valley Group Limited

How we use your personal information

You may already know that EU data protection law changed on 25 May 2018. This is the date on which the General Data Protection Regulation (UK - GDPR) came into effect across the EU. The UK - GDPR strengthens the rights you have in relation to your personal information, and it obliges organisations that hold your information to tell you why they are holding it and what they are doing with it. This notice tells you why Clyde Valley Group (CVG) holds your personal information, and how this information is used by us. You can find out more about how we use your personal information in our Privacy Policy which is available at https://cvha.org.uk/upload/download_document/dda7c601-b30e-11eb-abac-005056a3/file.pdf

CVG collects your personal information if you are a customer or where we have some other relationship with you (e.g., when you apply to become a member or where you are a member of our customer panel). Your personal information is held and processed by different companies the group depending on whether your relationship with us. If you are a tenant, your information is held and processed by Clyde Valley Housing Association Limited. If you are a factored owner, market or a mid-market tenant your information is held and processed by Clyde Valley Property Services Limited. This information may include basic personal information about you (such as your name, address, telephone number and date of birth) as well as more sensitive information (such as your ethnic origin and medical information). A full list of the information we hold about you can be found in our Fair Processing Notice which is part of our Privacy Policy.

The reason we hold and process your information will depend on the relationship that we have with you. For example, if you are a tenant, we need to hold and process your personal information so that we can provide housing and other services to you. If on the other hand you are a factored owner, we will need to process your information so that we can fulfil our obligations under our contract with you.

We collect your personal information from you when you apply for housing with us or become a factored owner with us. We may collect further information from you over the course of our relationship with you. Information about you may also be collected from third parties such as Government departments (e.g., the Department of Work and Pensions or Local Authorities) and law enforcement agencies (e.g., Police Scotland).

We make sure that we only collect the information about you that we need in order to perform our functions. We store this information securely in both paper and digital formats, and we make sure that it is only disclosed to other third parties where the law allows for this. We only retain your information for as long as it is needed after which it is securely deleted or destroyed.

The UK GDPR also gives you a number of rights that you can exercise in relation to the information that we hold about you. You have the right to:

1. request that we provide you with a copy of the information we hold about you.
2. have any inaccurate information that we hold about you rectified.
3. request that we erase the information that we hold about you (in certain circumstances).
4. ask that we restrict the processing of your information (in certain circumstances).
5. to be given a copy of your information in a commonly used machine-readable format; and
6. object to the processing of your information.

If you would like to exercise any of these rights, please contact us at cvha@cvha.org.uk. More information on all of these rights can be found in our Privacy Policy.

If you have any questions about this notice or our privacy practices you can contact our Data Protection Officer, Lisa Hughes at Lisa.Hughes@cvha.org.uk. You can also contact our Data Protection Officer if you are unhappy about the way in which we have dealt with your personal information. If you are not satisfied with the response you receive from us, then you have the right to raise the matter with the Information Commissioner's Office (ICO). More information on how to contact the ICO can be found on www.ico.org.uk and in our Privacy Policy.

The accuracy of your information is important to us. Please help us keep our records updated by informing us of any changes to your contact details and other information.

Lisa Hughes
Data Protection Officer
Clyde Valley Housing Association
10th January 2020