

## **Privacy Notice**

(How we use your personal information)

This notice explains what information we collect, when we collect it and how we use it. 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.

### **1. Who are we?**

Clyde Valley Housing Association Limited ("CVHA") are a Scottish Charity (Scottish Charity Number SC037244), a Registered Social Landlord and having their registered office at 50 Scott Street, Motherwell, ML1 1PN. We own or manage around 5,000 homes and support over 8,000 customers across Lanarkshire and East Dunbartonshire.

The personal data that CVHA holds about individuals is processed by different companies within its group. The company that processes the data of an individual depends on the relationship that individual has with CVHA. The personal data of factored owners and, private owners, is processed by Clyde Valley Property Services Limited through its three subsidiaries:

1. Clyde Valley Lets Limited (for mid-market and market rent property tenants and owners).
2. Clyde Valley Factoring (for factored owners); and
3. Innov8 Housing Solutions Limited (for mid-market property owners).

The data controller for the purposes of any personal data that you provide to CVHA will be the company that is processing that data, as detailed above. All of the above CVHA group companies are registered as data controllers with the Information Commissioner's Office.

We take the issue of information security and data protection very seriously. We are committed to ensuring that any processing of your personal data by us is in accordance with Data Protection Law. "**Data Protection Law**" includes the Data Protection Act 2018, the UK General Data Protection Regulation and all other relevant data protection laws.

Our Data Protection Officer is our Senior Governance and Compliance Officer, Lisa Hughes. Any questions relating to this notice and our privacy practices should be sent to Lisa Hughes at [lisa.hughes@cvha.org.uk](mailto:lisa.hughes@cvha.org.uk).

### **2. How we collect information from you and what information we collect**

We collect information about you:

- when you apply for housing with us, become a tenant, request services/ repairs, enter into a factoring agreement with us, or where you provide us with your personal details.
- when you apply to become a member.

- when you are a member of our customer panel or take part in its activities.
- from your use of our online services, whether to report any tenancy / factor related issues, make a complaint or otherwise; and
- 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.
- Bank details (if using direct debit)
- Sequestration details (factored owners).
- Trust deed information (factored owners).
- Title deeds (factored owners); and
- Land disposal records (factored owners).

In addition to collecting information from you we also receive the following information from third parties:

- Payments made by you to us.
- Utilities providers.
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland.
- Change of ownership details for factored properties from both sellers' and purchasers' solicitors.

### **3. Why we need this information about you and how it will be used**

We 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, landscape enquiries and complaints.
- to analyse the information, we collect so that we can administer, support and improve and develop our business and the services we offer.
- 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.

### **4. Processing your information**

We will:

- ensure that the legal basis for processing your personal data is identified in advance and that all processing complies with the law.
- not do anything with your data that you would not expect given our relationship with you.
- only collect and process the personal data that we need for purposes we have identified above.

- ensure that as far as possible the personal data we hold is accurate,.
- only hold onto your personal data for as long as it is needed after which time we will securely erase or delete the personal data. Our Data Protection Policy sets out the period of time for which we will retain your personal data; and
- ensure that appropriate security measures are in place to ensure that personal data can only be accessed by those who need to access it and that it is held and transferred securely.

We will ensure that all staff who handle personal data on our behalf are aware of their responsibilities under our Data Protection Policy and other relevant data protection and information security policies. We will also ensure that our staff are adequately trained and supervised in the performance of their responsibilities.

## **5. Sharing of Your Information**

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK. 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 instruct repair or maintenance works, major works, electrical and/or gas safety testing your information may be disclosed to any contractor involved in such repairs or works, this may also apply to landlords of properties that we rent for them
- if we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority departments, the Scottish Fire & Rescue Service and others involved in a complaint, whether they are investigating the complaint or otherwise.
- if we are investigating payments, your information may be disclosed to payment processors, Local Authority and the Department of Work & Pensions.
- if we are seeking court action against you for factoring arrears, we will share your information with our solicitors, and the in-court advice service at the Court.
- if we are conducting a survey of our products and/or services, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results.
- when you make a payment through our third-party payment provider, your information will be shared with it.
- if we are providing support with your income and benefit entitlement, we may share your information with the relevant organisations and agencies (such as the Citizens Advice Bureau, Money Matters, and other debt and advice agencies).
- We will share your information at your request through power of attorney/guardianship or a signed written agreement.
- We will share your information where required with our regulators, including the Scottish Housing Regulator.
- We will disclose your final account to third parties (sellers' and purchasers' solicitors).
- the Scottish Ministers and their solicitors (in respect of shared equity properties).

Your information will also be shared with third parties with whom the Association has a contractual arrangement for services provision, such as payment processing or letter distribution. The Association will ensure that there is an agreement in place between the Association and the third party which provides adequate safeguards for your information.

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.

Your information will only be stored within the UK.

## 6. Security

When you give us information, we take steps to make sure that your personal information is kept secure and safe. Details of security measures that are in place can be found in our Data Protection Policy. This can be viewed on our website at [www.cvha.org.uk](http://www.cvha.org.uk).

## 7. Your rights

There are a number of rights that you can exercise in relation to your personal data held by us. We have processes in place to ensure that we can facilitate any request made by you to exercise your rights. All staff have received training and are aware of your rights. Staff can identify such a request and know who to send it to. The relevant rights that you may exercise are listed below.

All requests to exercise any of the below rights will be considered without undue delay and within one month of receipt as far as possible.

**Subject access:** the right to request information about how personal data is being processed, including whether personal data is being processed, and the right to be allowed access to that data and to be provided with a copy of that data. This includes the right to obtain the following information:

- the purpose of the processing.
- the categories of personal data.
- the recipients to whom data have been disclosed or which will be disclosed.
- the retention periods.
- the right to lodge a complaint with the ICO.
- the source of the information if not collected direct from the subject; and
- the existence of any automated decision making.

**Rectification:** the right to allow a data subject to rectify inaccurate personal data concerning them.

**Erasure:** the right to have data erased and to have confirmation of erasure, but only where:

- the data is no longer necessary in relation to the purpose for which it was collected.
- where consent is withdrawn.
- where there is no legal basis for the processing; or
- there is a legal obligation to delete data.

Even if one of the above conditions applies, we can hold onto your data in the following circumstances: where processing is necessary for: exercising the rights of freedom of expression; to comply with a legal obligation in the public interest or in the exercise of an official authority; for public health reasons; for archiving purposes; and for the establishment, exercise or defence of legal claims.

**Restriction of processing:** the right to ask for certain processing to be restricted in the following circumstances:

- if the accuracy of the personal data is being contested; or
- if our processing is unlawful but the data subject does not want it erased; or
- if the data is no longer needed for the purpose of the processing but it is required by the data subject for the establishment, exercise or defence of legal claims; or

- if the data subject has objected to the processing, pending verification of that objection.

**Data portability:** the right to receive a copy of personal data which has been provided by the data subject and which is processed by automated means in a format which will allow the individual to transfer the data to another data controller. This would only apply if we were processing the data using your consent or on the basis of a contract.

**Object to processing:** the right to object to the processing of personal data relying on the legitimate interests processing condition unless we can demonstrate compelling legitimate grounds for the processing which override the interests of the data subject or for the establishment, exercise or defence of legal claims.

If you would like to exercise any of your rights as set out above, please contact us at [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk).

## **8. How long we 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 duration of your tenancy or factored owner contract with us. However, we may have to retain certain amounts of data for longer than this. The specific retention periods for which your information will be kept by us are set out in our Privacy Policy. Once your personal data is no longer required by us it will be securely destroyed.

## **9. The Information Commissioner's Office**

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 Office can be contacted at:

6th floor  
Quatermile One  
15 Lauriston Place  
Edinburgh  
EH3 9EP.  
Telephone Number: 0303 123 1115  
Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

## **10. Help us keep your information up to date**

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