

# Fair Processing Notice

for Clydebank Housing Association Ltd  
Housing Applicants

## How we use your information

Clydebank Housing Association is known as “Controller” of the personal data provided to us and is required to make sure all personal information is handled and kept carefully in line with General Data Protection Regulations (GDPR).

We may collect the following personal information about you:

- Personal details: name, addresses, date of birth
- Contact details: home phone number, mobile phone number and email address
- Further details: NI number, gender, ethnicity, disability, medical details, marital status, signature
- Household composition: details of existing accommodation arrangements and family members seeking accommodation with applicant

We need to know your personal data to provide you with the housing services you have engaged with to us to provide, and to communicate effectively with all data subjects as required by the Scottish Housing Regulator.

We will not collect any personal data from you that we do not need.

We need your personal information to allow us to be able to:

- Process and manage housing applications
- Sign up new tenants to suitable properties
- Meet our legal obligations including information we have to provide to regulators and statutory authorities
- Adhere to statutory regulation and providing yearly returns and statistics
- Reply to enquiries and contact all customers when required
- Issue satisfaction surveys, newsletters and service information

## Sharing your information

All personal data we process is processed by our staff in the UK.

Other than reference requests to your previous landlords with whom we would have to provide the name, address and tenancy dates you included in your application in order for them to provide us with the required information, we will not share your personal information.

We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

## Contractors and suppliers

We may share your personal information with our suppliers who provide a service to you, or who provide services on our behalf. The data shared is the specific information the supplier requires to carry out their task, as well as any information that ensure we fulfil our health and safety obligations to the people carrying out the task. We may share this information with the following organisations:

- Printing and mail distribution
- Customer surveys
- Document storage and archive scanning

## Power of Attorney

If you wish anyone to deal with your affairs on your behalf please find specific consent form for this on our website or request this from the office. This allows you to request a named person permission to discuss specific or all of your personal data with the Association as required.

We will not share your personal information with anyone who claims to represent you unless we are satisfied that you have appointed them or they act in some recognised official capacity. There may be a delay to us dealing with requests whilst we confirm the caller’s identity, or check that we have your approval to deal with them.

## Violent or abusive behaviour

If you are violent or abusive to Clydebank Housing Association staff, customers or other residents, we may decide to place a “warning marker” on your customer record in order to protect Clydebank Housing Association colleagues.

If we do this, we will write and tell you why and you will have the right to appeal against our decision as per our Unacceptable Behaviour Policy. We will share this information with our partners, for example our contractors or the Fire & Rescue Service in order to protect their colleagues too.

## How we store your personal information

We are committed to holding your personal information securely. This means only those of our colleagues and contractors that need to see it have access.

Unless you pay our bills using direct debit we will not usually retain your payment details. Whoever pays your bills will have to give us the payment card details each time they make a payment.

If we store your personal information and can do so solely on computers we will, however there will be cases where we have paper copies instead, or in addition to this. All computers are kept in secure location and are password protected, with unusual and unauthorised access monitored by specialist auditing software and our electronic files kept on shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it. Paper files containing personal or sensitive information will be kept in locked drawers, cabinets or rooms.

Our computer systems are located in our offices in Clydebank but we occasionally may use computers (including laptops and tablets) offsite, however they will at all times remain secure and under our control.

We will keep your personal details for no longer than necessary. Once the information is no longer required for the lawful purpose for which it was obtained it will be destroyed.

More information on the document retention schedule adopted by the Association can be found in the Nation Housing Federation's most recent guide to document retention available online at <https://clydebank-ha.org.uk/data-protection/>.

## Your rights

If at any point you believe the information we hold is incorrect you may request to see it, have it corrected or deleted. You are entitled to request a copy of any personal data we hold of yours.

You have the right to ask us not to process all or part of the personal information we have received, however we may be unable to provide our service to you if we are unable to record and process certain details.

If you wish to complain about how we have handled your data you can contact our Data Protection Officer who will investigate the matter on your behalf. If you are not satisfied with our response you may submit a formal complaint to the Information Commissioners Office.

Our Data Protection officer can be contacted at [dataprotection@clydebank-ha.org.uk](mailto:dataprotection@clydebank-ha.org.uk).

A full Fair Processing Notice including details of how we retrieve, use, share and manage data from all client groups can be found online at <http://clydebank-ha.org.uk/data-protection> or by request from our office.

If you or someone you know would like this notice in any other format, please contact us.

Clydebank Housing Association Ltd  
77-83 Kilbowie Road  
Clydebank  
G81 1BL

Tel 0141 941 1044  
Fax 0141 941 3448

[info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)  
[www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)



Please recycle this notice when you are finished with it

twitter: @clydebankha

facebook: @clydebankha



clydebank  
clydebank housing association

