

## How We Collect Information About You

We collect information about you when you submit an application form to us. We also collect information about you when you directly contact us, and annually at our Review.

We may collect information about you from any agency which you make reference to for supporting information. This includes, but is not limited to;

- Your current landlord, and previous 5 years of landlords e.g. Registered Social Landlords, Local Authority, Letting Agencies and Private Landlords.
- Support agencies which you state that you use e.g. Local Authority Homeless Services, Social Work Departments.
- Charities which you state that you use e.g. Woman's Aid, Shelter, and Citizens Advice Bureau.
- Other agencies e.g. Armed Forces, Home Office, Local Councillor, Police, Scottish Prison Service.

## What Information Is Held?

We may collect the following personal information about you;

- Personal details: name, address, date of birth and national insurance number.
- Identity details: disability, ethnicity, sex, nationality (including immigration status).
- Contact details: email address, home telephone number and mobile telephone number.
- Household composition: details of existing accommodation arrangements of those seeking accommodation with you, (including access/custody details) and any other persons living in the household.
- Further information: 5 years address history, care and support provisions, home ownership details, marital status, medical details (including pregnancy), relationship to CHR member's staff and/or Management Committees and signature.
- Convictions: unspent criminal convictions and convictions under the Sex Offenders Act 1997.

## Why Is My Information Stored?

We need to store your personal information to allow us to be able to;

- Process and manage your housing application,
- Verify the personal information provided by you as part of your housing application,
- 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 and comply with our equal opportunity monitoring obligations,
- Reply to enquiries and contact all applicants when required,
- Communicate with you and inform you of the outcome of your housing application,
- Allocate housing in accordance with our allocations policy,
- Obtain references about you from your previous landlord (if applicable),
- Prevent and detect fraud and take steps to terminate your tenancy (if you are successful in your application and allocated a property), if fraud is later discovered,
- Otherwise protect and defend our legal rights in the case of a dispute between us.

## Who Can Access My Information?

Your personal information can be accessed by the staff of Easthall Park Housing Association through our electronic SDM Housing Software system.

## Personal Information

- Contract: the holding use of personal information is necessary for the purposes of taking steps to enter into a tenancy agreement with you, if your application is successful.
- Legal obligation: the holding and use of personal information is necessary for compliance with a legal obligation which applies to us in terms of the undernoted legislation.
- Legislation referred to: Housing (Scotland) Act 1987; Equality Act 2010; Human Rights Act 1998; and the Scottish Social Housing Charter.

## Special Category Information

- Substantial public interest: the holding and use of special category information is necessary for the purposes of the exercise of a function conferred on us by the undernoted legislation for reasons of substantial public interest. Legislation referred to: Housing (Scotland) Act 1987; Equality Act 2010; Human Rights Act 1998; and the Scottish Social Housing Charter.

## Who Can Access My Information: Persons Acting On Your Behalf

If you would like someone to deal with your application on your behalf, please provide us with details of this in writing, informing us on the nominated person's name and relationship to you. This allows you to grant a named person permission to discuss specific, or all of your personal data with us.

We will not share 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 that other person's identity, or check that we have your approval to deal with them.

## Who will your Personal Information be Shared with?

We may share your personal information with the following third parties for the above purposes:

- IT maintenance/support contractors,
- Housing software providers,

- Housing software providers,
- User ad file software providers.
- Law enforcement and fraud prevention agencies.
- Third parties from whom we may seek more personal information about you and to verify the personal information provided by you as part of your housing application, including your previous landlords and the Home Office to confirm your immigration status.
- Scottish Housing Regulator.
- Our consultants, auditors and solicitors.

### Will Your Personal Information be sent outside the UK

Some of the organisations who we share your personal information with (listed in this notice) may be based outside of the UK. Their handling and use of your personal information will involve us transferring it outside of the UK. When we do this, we will ensure similar protection is afforded to it by:

- Only transferring it to countries that have been deemed to provide an adequate level of protection for personal information as a matter of data protection law; or
- Using specific contracts with organisations, which are approved for use in the UK, and which give your personal information the same protection it has in the UK.

Please contact us for further information on the specific mechanism used by when transferring your personal information outside of the UK.

### How Long Is Your Personal Information Kept?

We will only keep your personal information for as long as we need to for the purposes described in this notice, including to meet any legal, accounting, reporting or regulatory requirements. More information is contained in our respective data retention policies, which are available by contact us.

### Your Rights in Relation to Your Personal Information

Under certain circumstances, the law gives you the right to:

- Ask for a copy of your personal information and to check we are holding and using it in accordance with legal requirements;
- Require us to correct any inaccuracies in your personal

information;

- Make a request to delete your personal information where there is no valid reason for us continuing to hold and use it;
- Object to us holding and using your personal information where our legal reason is a legitimate interest;
- Restrict our use of your personal information, for example, as part of a rectification request; and
- Require us to transfer your personal information to another organization.

Please contact us if you wish to make any of the above requests. When you make a request, we may ask you for specific information to help confirm your identity for security reasons. You will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

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  
 45 Melville Street, Edinburgh, EH3 7HL.  
 Telephone: 0303 123 1115  
 Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)  
 Website: <https://ico.org.uk/concerns/>

Our Details
Easthall Park Housing Association The Glenburnie Centre, 6 Glenburnie Place, Easthall, Glasgow, G34 9AN Tel: 0141 781 2277 Email: <a href="mailto:housing@easthallpark.org.uk">housing@easthallpark.org.uk</a>

# Easthall Park Allocations Policy

## Fair Processing Notice



When you submit a housing application to us, the personal information you provide to us will be handled and used in accordance with our Fair Processing Notice.