



WHITEINCH & SCOTSTOUN  
HOUSING ASSOCIATION LTD



## **Whiteinch and Scotstoun Housing Association and WS Property Management Ltd. Privacy Policy**

We are committed to ensuring your privacy is protected and our collection and use of your personal information is governed by this privacy policy.

The policy explains:

**Who are we?**

**What is personal information?**

**Our obligations**

**How we keep your personal information secure**

**What personal information do we collect, store and use?**

**How do we collect the above information?**

**Legal Basis for the collection, use and storage of your personal Information**

**Who do you share my information with?**

**How long do we retain this information?**

**Do you transfer my information outside of the EEA?**

**Changes in personal information**

**What are your rights?**

**Who do I contact to exercise my rights or request a transfer of information?**

**What if I wish to withdraw my consent?**

**How do I opt out of receiving information?**

**Changes to or queries about the Privacy Policy**

**How do I make a complaint?**

**[Who are we?](#)**

Whiteinch & Scotstoun Housing Association Ltd (“**the Association**”) is a Charity Registered in Scotland No. SC035633. It is also registered with the Financial Conduct Authority and with the Scottish Housing Regulator. WS Property Management Ltd (for the purposes of this Policy this will come under the umbrella of “the Association”) is a wholly owned trading subsidiary of Whiteinch & Scotstoun Housing Association Ltd. which trades as Property Factor PF000097.

The quality of the product and service has always been important to the Association and to the residents - and it is a quality which has been recognized by others. The Association has collected numerous architectural design and “affordable category” awards.

However, we are more than “just housing”.

The Association has a number of projects and referral arrangements whereby it helps to maximise the opportunity for individuals who need support to live within the Community.

In addition, the Association is totally committed to the Wider Action agenda and has targeted resources to explore and provide funds promoted by various Government initiatives (Social Inclusion Partnership, Working for Communities etc).

When collecting, storing or using your personal information, the Association is, more often than not, what is defined as a “Data Controller”. This means that, by law, we are accountable for how we hold and process that information. We will treat your information as confidential, at all times, and will only share it with others in accordance with this privacy policy. On some occasions, if the Association is processing information to provide services to a third party, the Association will be the “Data Processor” and the Association’s client will be the data controller. In this instance, the Association will only use your information, strictly in accordance with the proper and reasonable instructions of the relevant data controller.

### What is personal information?

Personal Information is any information that identifies you. This could be your name, address, email address, date of birth or even information about your needs or circumstances.

There is a “special” category of personal information, which may be described as particularly sensitive. This includes information about your sexual orientation, health, political leanings or views, religious beliefs and ethnic or racial origin. As a result of its sensitivity, it requires further protection and we have to have further justifications for collecting, storing and using it.

### Our obligations

As a business, we must will comply with data protection legislation.

This means that your personal information must be:-

- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- Relevant to the purposes we have told you about and limited only to those purposes;
- Used lawfully, fairly and in a transparent way;
- Accurate and kept up to date;
- Kept only as long as necessary for the purposes we have told you about; and
- Kept securely.

## How we keep your personal information secure

The security of your information is very important to us and we have measures in place to prevent unauthorised access to it. These include the following:

- Our tenant files are held on our secure tenant management systems. Only those who are required to access your information for legitimate purposes have access;
- We have a clear desk policy; and
- Our staff are trained in all aspects of data protection legislation.

## What personal information do we collect, store and use?

**TENANT (AND APPLICANT) INFORMATION:** If you are a tenant, or wish to become a tenant, we will need to collect and use your personal information in order to allow us to secure you accommodation, manage your tenancy and provide you with other services compliantly. We collect, store and use:-

- Your name and title;
- Your date of birth;
- Your gender;
- Your marital status;
- Your ethnic origin; \*
- Your sexual orientation; \*
- Your home address;
- Your personal telephone numbers;
- Your personal email address;
- Details of your dependents;
- CCTV images;
- Correspondence between you and us which might contain personal information (including any complaint);
- Certain medical information or vulnerabilities, which might affect the management of your tenancy; \*
- Financial information such as your national insurance number and Housing Benefit numbers.
- A copy of your tenancy agreement and other legal documentation, which might identify you.

\*This information may constitute special category data.

We will only ever pass on your personal information, to third party partners and contractors, if necessary for our management of the property (e.g. to arrange repairs, check smoke alarms, surveys or if the property is being transferred in any way etc). We will only ever pass special category data to third parties in order to facilitate the management of your tenancy.

**OWNER INFORMATION:** If you are an owner receiving services from WS Property Management Limited, we will need to collect and use your personal information in order to allow us to manage your property and provide you with other services compliantly. We collect, store and use:

- Your name and title;
- Your property address;
- Your billing address (if different from above);
- Your personal telephone numbers;
- Your personal email address;
- CCTV images;
- Correspondence between you and us which might contain personal information (including any complaint);
- Certain medical information, which might affect your access to and egress from any property if you apply for an adaptation to access \*
- A copy of your titles and other legal documentation, which might identify you.

\*This information may constitute special category data.

We will only ever pass on your personal information, to third party partners and contractors, if necessary for our management of the property (e.g. to arrange repairs, to pursue debt). We will only ever pass special category data to third parties in order to make adjustments to the property, or allow you to do so.

**SHAREHOLDER INFORMATION:** If you are a shareholder ie. a member of the Association, we will collect use and store a very limited amount of information to reflect your shareholding. We will collect, use and store:

- Your name and title;
- Your date of birth;
- Your address;
- Your personal telephone numbers;
- Your occupation; and
- Information relating to your tenure.

**SUPPLIER/CONTRACTOR INFORMATION:** We need a small amount of information from our Suppliers/Contractors to ensure that things run smoothly. We also need contact details of relevant individuals at your organisation so that we can communicate with you. We will collect, use and store, please click

- Your name and title;
- Your office address;
- Your personal telephone numbers;
- Your personal email address;
- Name, job title and contact details of those within your organisation we might have contact with;
- Details of your bank account and
- Any reports or invoices you issue.

**WEBSITE USERS:** The information we collect from our website is via the server logs, to log web page visits which is not personal information, and cookies to log user preferences. For example if you went into our website and selected "text only version", when you visit the site again (and the cookie is still there) our website would load the "text only version" immediately.

**CANDIDATE INFORMATION:** If you apply to work with us, in order to provide the best possible employment opportunities that are tailored to you, we need to process certain information about you. We only ask for details that will genuinely help us to help you. We will collect, use and store:

- Your name and title;
- Your home address;
- Your personal telephone numbers;
- Your personal email address;
- Details of your education and qualifications;
- Any other information you share with us.

In order to provide Candidates with suitable employment opportunities safely and securely and to provide for every eventuality for them, we need some basic background information. We only ask for very basic contact details for referees, so that we can get in touch with them for a reference.

We may also ask candidates to apply for enhanced security checks such as Disclosure or PVG (Protection of Vulnerable Group) checks. We will only use the data candidates provide for these applications for the purpose for which they were intended. In some instances, because of the nature of the post, we may ask candidates to undergo health screening. The medical information provided will only be used for the purposes of ascertaining fitness for the post and will be held securely.

#### [How do we collect the above information?](#)

**TENANT/OWNER INFORMATION:** There are four main ways in which we collect your personal information

1. Directly from you or your Solicitor;
2. From the land registry or other governmental agency or body; and
3. From an occupational health therapist if you suffer from any condition, which might affect the suitability of a property for your needs or might require us to make adjustments to a property; and
4. From CCTV footage.

**SUPPLIER INFORMATION:** There are two main ways in which we collect your personal information

1. Directly from you;
2. From third party references.

**WEBSITE USERS:** We collect your information automatically via cookies when you visit our website, in line with cookie settings in your browser. If you want to know more about cookies go to <http://www.bbc.co.uk/webwise/guides/about-cookies>.

**CANDIDATE INFORMATION:** There are two main ways in which we collect your personal information:

1. Directly from you; and
2. From a third party (e.g membership body/recruitment agency) following an application you may have made for an employment opportunity.

**REFEREES:** We collect your personal contact details only from Candidates, who nominate you to be their referee.

### Legal Basis for the collection, use and storage of your personal Information

Save in very limited circumstances set out elsewhere in this policy, we will not share your personal information and we will only collect, use and store it where there are lawful reasons to do so. Most commonly, we will process your personal information in the following circumstances:

- Where there is a legitimate interest to do so;
- Where it is necessary to implement the contractual arrangements between us;
- Where we are legally required to do so; or
- Where you have given us express consent.

#### Legitimate Interest

In order to establish that our collection, storage or use of your personal information is in either our, your or both of our legitimate interests, we will have established the following:

- There is, in fact, a legitimate interest; whether it be commercial or individual;
- Our use of your information is necessary to achieve that legitimate interest; and
- Our use is balanced against your rights, interests and freedoms.

#### Contractual Arrangements

This is a lawful basis for collecting, using and storing your personal information if

- It is required to implement or fulfil a contract between us; or
- You have asked us to do something before entering into a contract (e.g. provide a quote)

#### Legal Basis

We reserve the right to disclose any information you provide to us where required to do so by law, or to comply with a regulatory obligation, or to assist in any investigation into a complaint or welfare issues, or alleged illegal or criminal conduct.

**TENANT INFORMATION:** The main reason for using information about tenants is so that the relationship between us can run smoothly. After all, the more information we have, the more bespoke we can make our service. We use your data:

- To process your application for housing (contract);
- To secure you suitable property (contract);
- To manage the property you occupy (contract);
- To make adjustments to a property or to source a particular property to suit your needs, if you have any health or medical issues and to allow us to assess that suitability (legal basis);
- To maintain appropriate files and records (legal basis);
- To send you relevant tenant information (legitimate interest)– you may opt out of receiving this information at any time;
- To provide services to you in a safe manner and ensure our staff remain safe (legitimate reason, legal basis);
- To provide you with services to maximise your income and reduce debt (consent)
- To improve our knowledge of the property sector, which will include marketing analysis and research (legitimate interests);
- To allow us to operate the administrative and technical aspects of our business – this might include verifying the accuracy of information we hold about you and create a better understanding of you as a tenant (legitimate interests);
- To keep our data base up to date and relevant (legitimate interests);
- Committee reporting and communication (legitimate interests);
- We use CCTV cameras, which might capture your image for a limited time, for your safety and security (legitimate interests); and
- Generally, to administer your tenancy (contract and legitimate interests).

**SUPPLIER INFORMATION:** The main reasons for using your personal information are to ensure that the relationship between us can run smoothly. We use your data:

- To receive and enable you to provide the services we have requested from you (contract and legitimate interests).
- To administer your account and pay your invoices (contract and legitimate interests).
- To maintain a Preferred Supplier List (legitimate interests)
- To allow us to fulfil a legitimate obligation owed to our tenants (e.g. to instruct a repair to a property) (legitimate interests).

**WEBSITE USERS:** We use your information to help us to improve your experience of using our website.

Please note that the website may contain links to third party websites and we are not responsible for the privacy practices or the content of such websites.

**CANDIDATE INFORMATION:** The main reason for using your personal information is to help you find employment with us. We consider this to be in our legitimate interests as well as your own.

**REFEREES:** We use referees' personal information to help Candidates to find employment with us. If we are able to verify their details and qualifications, we can make sure that they are well matched with the Association. We consider this to be in our legitimate interests as well as those of the Candidate.

### Who do you share my information with?

Personal Information as described in this privacy policy will never be sold or shared to any third party outwith our business, save in the following circumstances:

- If required by law or by any regulation which governs us, we will share your information with third parties – these might include governmental or quasi-governmental organisations, law enforcement authorities, courts and arbitrators from time to time;
- We will share your information when absolutely necessary for management of the property you occupy;
- We will share your information with other councils, where appropriate – for example, if you move between council catchments; and
- We may share your information with certain Third Party Service Providers. These include contractors and designated agents and other entities within our group. For example, the following activities are carried out by Third Party Service Providers: IT Services, Legal Services, Community Safety Services.

All our Third Party Service Providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our Third Party Service Providers to use your personal information for their own purposes. We only permit them to process your personal information for specified purposes and in accordance with our instructions.

### How long do we retain this information?

This will depend upon the services you have requested us to provide. Generally, we keep personal information in accordance with our internal retention procedures, which are determined in accordance with our statutory obligations and good practice.

### Do you transfer my information outside of the EEA?

Currently, we do not transfer information out with the European Economic Area (EEA), unless you are a client of WS Property Management Limited and have provided us with a billing or e-mail address outside the EEA.

### Changes in personal information

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us. If your personal information does change, please contact the Association's Offices on 0141 959 2552 or by e-mail at [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk) and our records will be updated.

## What are your rights?

### Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access to your personal information (commonly known as a "information subject access request").** This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction of the personal information that we hold about you.** This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure of your personal information.** This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing of your personal information where we are relying on a legitimate interest** (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing of your personal information.** This enables you to ask us to suspend the processing of personal information about you; for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer of your personal information.** This enables you to move, copy or transfer your personal information to another party.

## Who do I contact to exercise my rights or request a transfer of information?

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, or request that we transfer an electronic copy of your personal information to another party, please contact Karen McQueen, Deputy Chief Executive.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access requires extreme or unique measures. Alternatively, we may refuse to comply with the request in exceptional circumstances.

## What if I wish to withdraw my consent?

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact Karen McQueen, Deputy Chief Executive. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

### How do I opt out of receiving information?

If you have subscribed to receive information or updates with The Association, and thereby given your consent, you will be contacted with relevant information that you have expressed an interest in or that might be of interest to you. Alternatively, we may have deemed it to be in both our legitimate interests to contact you. With the Association, you are always in control of your personal information, if at any time you wish us to stop contacting you, please contact Karen McQueen, Deputy Chief Executive.

### Changes to or queries about the Privacy Policy

This policy maybe subject to change and material changes were made most recently on 24 May 2018. Your continued use of our Website indicates your consent to any changes we make to this Policy but please continue to visit this page to view any updates.

If you have any queries regarding this policy, please contact Ian Morrison, Chief Executive.

### How do I make a complaint?

You have the right to make a complaint about anything regarding the processing, storage, retention of your information. We would hope to resolve any complaint internally and if you would like to lodge a complaint with us, in the first instance, please contact Karen McQueen, Deputy Chief Executive.

However, you also have the right to lodge a complaint at any time to the Information Commissioner (ICO) in respect of our processing of your personal information. Further information can be found at [www.ico.org.uk](http://www.ico.org.uk).