



Glasgow

**CARE & REPAIR**

## **Glasgow Care and Repair - Fair Processing Notice**

Glasgow Care and Repair is managed by Southside Housing Association. Through delivering this service we process personal data as part of our normal operational activities.

Southside Housing Association are notified as a Data Controller with the Office of the Information Commissioner under registration number Z6936072 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Desmond Phee (Corporate Compliance Officer).

Any questions relating to this notice and our privacy practices should be sent to the Data Protection Officer.

This notice explains what information we collect, when we collect it and how we use this. The personal data we may process may be held on paper, electronically, or otherwise 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 personal data.

### **Why we process your personal data**

We need to collect and use your personal data in order to allow us to provide the Care and Repair service requested from us. We collect and process your personal data to allow us to:

- Provide comprehensive and effective Care and Repair services to our clients
- Respond to enquiries and to allow us to contact you to update you on our services
- Process and manage applications for any financial support that may be available to you in your particular circumstances
- Provide effective advice and assistance to improve the safety, quality and energy efficiency in your home
- Monitor the effectiveness of our services and make improvements where necessary
- Issue invoices and follow up on payment for rechargeable items provided
- Ensure we are meeting our statutory, regulatory and contractual obligations

The legal basis for processing your personal data is:

- To fulfil our contracts to provide handyperson and advice services which includes handyperson tasks, repairs and maintenance advice and assistance in accessing grant and other financial support with you as a client, and;
- To meet our legitimate interests in monitoring our service

### **The type of personal data we may collect**

To enable us to provide our service to you we may need to know:

- Your personal details: name, address, date of birth
- Your contact details: home telephone number, mobile phone number and email address
- Your National Insurance Number (only if required for a specific purpose)
- Other details: including information about your gender, ethnicity, disability, marital status and any Power of Attorney or Guardianship details
- Details about your landlord and current tenure type
- Bank account details
- Details about repairs, improvements or medical adaptations you or someone else has requested on your behalf
- Any medical information pertinent to your case
- Information about the composition of your household including details of individual(s) who live with you.
- Hospital discharge details where necessary
- Title deeds details
- Images: photographs and moving images from Care and Repair related events
- Details provided about family, carers and others who may assist in facilitating the service offered
- Keysafe PIN codes

We may also record factual information whenever you contact us or use our services, as well as information about other action we take, so we have a record of what happened. We may also use these records to produce anonymised information and data such as case studies.

### **Who we may share your data with**

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK / EEA. Your personal data will only be shared with third parties who are relevant to your case. We may share your data with third parties to enable us to act on your behalf. We may also share data with other third parties to enable them to act on your behalf. We may also share data with organisations that help to fund this service as we may be required as a condition of funding to collect and report this data and for our casework to be audited.

We may also enter into partnerships with organisations such as local authorities, Police Scotland or Scottish Fire & Rescue Service. Where we do this we will enter into formal data sharing agreements to ensure our data sharing is lawful.

We will share specific and relevant information with law enforcement, government or public bodies and statutory agencies where we are legally required to do so in order to assist:

- The prevention or detection of crime and fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax or duty owed to HMRC
- Sharing in relation to the physical or mental health of an individual, where disclosure is required to protect them or others from serious harm

### **Contractors and Suppliers**

We may also share your personal information with contractors or suppliers who provide a service to you, or who provide a service to you on behalf of the Association. The data we share will only be the specific information the contractor or supplier requires to effectively deliver their service to you and any other information that ensures that we meet our health and safety obligations to the people who are delivering services to you. We may share this information with:

- Repairs and maintenance contractors, and other contractors and suppliers
- Insurers
- Banks and payment processing organisations

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.

### **Third Party Representation**

We will not share your personal information with anyone who claims to represent you unless we are satisfied that you have given your explicit permission for them to act on your behalf or they act in a recognised official capacity on your behalf. There may be a delay to us dealing with requests we receive in this way as we confirm the person's identity and their authority to act on your behalf.

### **Security**

When you give us information we take steps to make sure that your personal information is kept secure and safe. Glasgow Care and Repair is located in the offices of Southside Housing Association. Only relevant staff have strict password controlled access to your data. All paper documents are securely stored in locked cabinets.

Our computer systems are located at our Head Office. Our staff may also occasionally use laptops, tablets or other devices offsite. In instances where devices are used remotely this will be secure and under strict control at all times in line with Southside Housing Association's IT Policy which is available on request.

### **How long we will retain your personal data**

We will only retain your data for as long as it necessary or where there is a statutory or regulatory requirement to retain it for a certain timescale.

### **Your rights**

You have the right at any time to:

- ask for a copy of the information about you held by us in our records
- require us to correct any inaccuracies in your information
- make a request to us to delete your personal data we hold
- object to receiving any marketing communications from us

If you would like to exercise any of your rights above please contact us at [enquiries@southside-ha.co.uk](mailto:enquiries@southside-ha.co.uk)

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:

Information Commissioner's Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0131 244 9001

Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

**Southside Housing Association** (Reg. No. HCB186) is a Scottish Charity (Scottish Charity Number SCO36009), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 1694r(s) and having its Registered Office at 135 Fifty Pitches Road, Glasgow G51 4EB takes the issue of security and data protection very seriously and strictly adheres to guidelines published in the [Data Protection Act of 1998] and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

**Southside**  
HOUSING ASSOCIATION