



SOUTHSIDE
housing association



Energy Savings Trust Fuel Voucher – Fair Processing Notice

Southside Housing Association's Welfare Rights and Money Advice team will process your data to allow us to provide you with a fuel voucher from our Energy Savings Trust Grant. This notice explains what information we collect, when we collect it and how we use this. The personal data we process will be securely held electronically, 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 Fuel Voucher service. We collect and process your personal data to allow us to:

- Provide you with the service that you have requested from us.
- Contact you to update you about any changes to Fuel Voucher Project.
- Monitor the effectiveness of our service and to make improvements to it where necessary.
- Ensure we are meeting our statutory and regulatory obligations and any contractual obligations with our funders.

And also for all purposes consistent with the proper performance of our operations and business.

The legal basis for processing your personal data is

- To fulfil our contract to provide our services, 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
- Your Energy supplier and account number

- Your financial circumstances including details of your income and savings
- Other details: including information about your gender, ethnicity, disability and marital status.
- Any Medical information which may be necessary to your case.
- Information about the composition of your Household including details of existing accommodation arrangements and individual(s) who may seeking accommodation with an applicant.
- Any of the above details relating to a spouse or partner

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. In this case The Energy Savings Trust who are the grant funders, and Auriga Services limited who are the voucher providers. We are required as a condition of funding to collect and report this data and for our casework to be audited 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.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. Only Southside Welfare Rights and Money Advice Service staff have strict password controlled access to the Advice Pro system on which your data is held. All data is held within the UK on servers based in Dundee and Aberdeen

Southside Housing Association computer systems are located at our Head Office and at our Pollokshields local office. Our staff may also however 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 section 6 of 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 personal data which has been

processed by Southside Welfare Rights and Money Advice Service will be retained for six years before being confidentially disposed of.

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 what personal data of you we hold; and
- 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

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: 0131 244 9001
Email: Scotland@ico.org.uk