



## **Almond Housing Association Ltd and Almond Enterprises Ltd Tenant and customer Privacy Notice**

### **How we use your personal information**

This notice explains what information we collect, when we collect it and how we use it. In our activities we will process personal data about you (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 information.

### **Who we are**

We are Almond Housing Association Ltd, registered with the Scottish Housing Regulator No HAL 285, a registered Scottish Charity No SC031696, registered Scottish Property Factor No PF000181, a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2471R(S) and having their Registered Office at 44 Etive Walk, Craigshill, Livingston EH54 5AB. We are registered with the Information Commissioner's Office, registration number Z4868537, and are the data controller of personal data that you provide to us.

Our subsidiary, Almond Enterprises Ltd, is registered in terms of the Companies Acts with registered number SC281724, and having their Registered Office at 44 Etive Walk, Craigshill, Livingston EH54 5AB. Almond Enterprises Ltd is also registered with the Information Commissioner's Office, registration number Z3475588, and is the data controller of personal data that you provide to it.

We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the UK General Data Protection Regulation and the Data Protection Act 2018.

We have appointed a Data Protection Officer, this role is carried out by our Governance and Business Improvement Manager.

If you have any queries about this notice, how we use your personal information, or if you require a copy of this notice in an alternative format (such as large print, Braille or audio recording), you can write to us at our registered office address above, or on the following details:

Email: [enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk) Phone: 01506 439291

## **What is the West Lothian Housing Register?**

Almond Housing Association, [Link Group](#) and [West Lothian Council](#) work together to operate the West Lothian Housing Register. This means that you only need to fill in one housing application form to be listed for all three housing providers. The personal information you provide us with in your application form is shared between all three landlords.

Any questions relating to how our partners in the West Lothian Housing Register collect and process personal data should be sent to:

- Link Group: [csc@linkhaltd.co.uk](mailto:csc@linkhaltd.co.uk)
- West Lothian Council: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)

## **What information we collect**

We may collect the following information about you (if applicable):

- Name, address, telephone number, e-mail address, and any other contact information.
- National Insurance number, next of kin details, date of birth and signature.
- Household composition, including details of existing accommodation arrangements and family members seeking accommodation with the applicant.
- Tenancy details, including start and end dates, rent paid, under and over payments and arrears.
- Repairs: repairs requested, access details and completion dates.
- Protected characteristics data, as defined by the Equality Act 2010 and
- Health Information relevant to application or tenancy.
- Employment details, including benefit / council tax status and payments.
- Bank or other relevant payment details.
- Carer's details.
- Any criminal conviction information.
- Details of any pets.

We may also record factual information, whenever you contact us or use our services, as well as information about other action we take, so that we have an accurate record of what happened.

We may receive the following information from third parties:

- Benefits information, including awards of Housing Benefit/Universal Credit.
- Payments made by you to us.
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland, Social Services and/or Local Authorities.
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour.
- Medical reports for medical adaptations and Social Work reports for applications.
- Tracing and Employment details from debt collection agencies.
- We may receive relevant information from contractors and suppliers who have undertaken works on our behalf, Legal advisors, Health professionals, Local Authorities, Utility companies, MPS, MSPs and councillors, or other registered social landlords.

## **Why we collect your data**

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you.

- to enable us to supply you with the services and information which you have requested.
- to enable us to respond to your repair request, housing application, application for Membership/Board and complaints made.
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer.
- to contact you in order to send you details of any changes to our services which may affect you.
- to keep your records up to date.
- to understand the profile of our tenants and service users in order to understand your needs and adapt our services to your needs.
- to send you correspondence, including the quarterly tenant newsletter.
- to take payments from you, including for factoring accounts from factored owners.
- for all other purposes consistent with the proper performance of our operations and business.
- to contact you for your views on our services.
- to ensure our properties are well maintained and to prevent/manage mould or dampness in our properties

#### How we collect information

We collect information about you:

- when you apply for housing with us, become a tenant, request services/ repairs, enter into a factoring agreement with ourselves howsoever arising or otherwise provide us with your personal details.
- when you apply to become a member of the Association or a Board member.
- from your use of our online services, whether to report any tenancy/ factor related issues, make a complaint or otherwise.
- when you take part in surveys, provide us with your personal details on social media (Facebook and Twitter) or fill in our website contact form.
- from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information).
- to attend to the termination of your tenancy, including liaising with utility companies regarding any sums which you allegedly owe them.
- call recordings when you contact us.
- environmental data from properties fitted with environmental sensors;
- CCTV imagery at our office.

#### Sharing of your information

We may disclose your personal data to any of our employees, contractors, insurers, professional advisors, agents, suppliers or subcontractors, utility companies, government agencies and regulators and West Lothian Council insofar as reasonably necessary, and in accordance with data protection legislation.

We may also disclose your personal data:

- If we enter into a joint venture with or merge with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair or maintenance works, your information may be disclosed to any contractor;
- If we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority departments, Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise.

- If we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and West Lothian Council).
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, West Lothian Council, and the Department of Work & Pensions.
- With our Legal Advisors.
- If we are conducting a survey of our services, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results.
- If we make a referral for specialist support such as tenancy support, welfare benefits and fuel poverty services, your information will be disclosed to the relevant agency.
- If you are using an advice or advocacy service (such as a solicitor, advice agency or otherwise) we will share relevant information with them where it is necessary to progress your case.
- If we are pursuing debts associated with a tenancy or a former tenancy we may share your basic information with a third party agency to assist in the recovery of those debts.
- If we are making an insurance claim following an incident we may share your information with our insurers.
- If we are being audited then we may share your information with our auditors.
- Where there is a legal action that involves you such as action to recover a tenancy your information may be shared with a solicitor to assist in the legal process.
- To fulfil our legal and regulatory obligations to bodies such as the Scottish Housing Regulator, Financial Conduct Authority or the Office of the Scottish Charity Regulator.
- To conduct our day-to-day management of your agreement or potential agreement with us.
- With your consent.
- As otherwise required by law.

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.

#### What are the lawful bases for us processing your personal data

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests (including CCTV recordings, void property management)
- vital interests
- the performance of a task carried out in the public interest and / or with official authority
- legal obligation

#### **Special categories of personal data**

Special categories of personal data means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you.

The "special categories" of sensitive personal information referred to above require higher levels of protection. We need to meet additional legal requirements for collecting, storing and using this type of personal information.

#### **Transfers outside the UK**

Your information will only be processed within the UK, except where international transfers are authorised by law. We may transfer your information outside the UK if we sign you up

for the Dolly Parton Imagination Library scheme. We are working in partnership with the US-based Dolly Parton Imagination Library to provide free books for tenants' children who are aged between 0-5. In order for the charity to be able to send you free books they use personal data (names and addresses and child details) provided by us.

Where information is transferred outside the UK we ensure that there are adequate safeguards in place to protect your information in accordance with this notice, including:

- having a contractual agreement in place; and
- ensuring that the information we share is stored securely.

The data we share with the Dolly Parton Imagination Library is stored in the USA within a dedicated server with strict access limitation and which is password protected and encrypted.

### **Security**

When we process your personal data we take steps to make sure that your personal information is kept secure and safe. This includes ensuring there is adequate IT and physical security for all locations that data is stored and we ensure that these measures are tested on a regular basis to ensure compliance.

We take the following measures to ensure any personal information you give us is kept secure:

- We work in secure offices with restricted access.
- We use password protected IT systems and software with restricted access.
- We make regular backups of files.
- We protect ourselves against viruses and malware.
- We have secure onsite and offsite storage systems for paper files.
- We have a secure website.

A copy of our Openness & Confidentiality policy is available on request.

### **How long we will keep your information**

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law / best practice or as set out in any relevant contract we have with you. Our full retention guidelines are available on our website, or a copy can be requested from our registered office.

### **Your rights**

You have various rights in respect of the personal data we hold about you – these are set out in more detail below. Please note that not all rights are absolute and will depend on the lawful basis of processing your data.

- **Right to object:** You can object to our processing of your personal data 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. Please contact us as noted above, providing details of your objection.

- **Right of access to your personal data:** You can request access to a copy of your personal data that we hold. You can make a request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.
- **Right to object to processing:** Where you have given us your consent to use your personal data, you have the right to object to the processing of your personal information in certain circumstances.
- **Right to rectification:** You can ask us to change or complete any inaccurate or incomplete personal data held about you.
- **Right to erasure:** You can ask us to delete your personal data where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.
- **Right to data portability:** You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- **Right to restriction of processing:** You have the right to ask us to restrict the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. If you would like to exercise any of your rights above please contact our Data Protection Officer: [enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk) or 01506 439291.

### **Queries and concerns**

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact our Data Protection Officer: [enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk) or 01506 439291.

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 Office - Scotland contact details are:

Queen Elizabeth House  
Sibbald Walk  
Edinburgh  
EH8 8FT  
[www.ico.org.uk](http://www.ico.org.uk)  
[Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)  
0303 123 1115

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.