

Privacy Information Notice for Factoring Owners and Residents

This 'privacy notice' explains what personal information the Association holds about you as a Factoring owner and/or resident with New Gorbals Housing Association. It explains why we hold this information, what we do with it, how long we keep it for and if we share it with third parties.

New Gorbals Housing Association, a Scottish Charity (Scottish Charity Number SCO41164), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2309r(s) and having its Registered Office at 200 Crown Street, Glasgow G5 9AY. The Association takes the issue of security and data protection very seriously and strictly adheres to guidelines published in the Data Protection Act of 2018 and the UK General Data Protection Regulation (UK GDPR).

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5177185 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Amanda Irwin (Data Protection Officer). Any questions relating to this notice and our privacy practices should be sent to the Data Protection Officer, Tel 0141 429 3900.

'Personal information' means any piece of information, which can identify you, i.e. would make it clear to others that the information is about you. It can be a single piece of information, for example, your name, address. Or it can be separate pieces of information, for example your payment details, occupancy number, which, when combined, would help others to identify you.

We collect and use your personal information for a number of purposes. For example, we need it to undertake and perform our obligations and duties to the services we provide.

We also use individual information to keep customers updated on any service and assistance we offer as well as any changes to a service.

The table describes the information we hold and what we need it for.

It also explains the basis we can legally rely on to request and retain information about you. In the main, the legal basis will be described as 'performance of our contract or service with you' or "it is in our legitimate interests". This means we need the information to manage the services we provide in relation to the factoring agreement with us.

We get information from you, Association documents or from organisations such as: Solicitors, DWP, third party payment sources, letting agents, local authorities, citizens advice, health services, repairs contractors, complaints or other communications regarding your contract with us, including Police Scotland.

We will keep your personal data for no longer than is necessary. More detail on how long we keep different types of information can be found in the Association's document retention schedule. A copy can be provided upon request.

We will only share your data with third parties if we are required to do so by law, you ask us to do so, or we are contractually obliged to do so. These third parties are listed on Page 8.

We do not use profiling or automated decision-making processes. This means that people are involved in every decision made about you.

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
Your name, address, personal/work e-mail address and telephone number(s)	To send you information about us. To enable the Association to enter into and administer the factoring agreement and for the purposes of business continuity	For the performance of your contract
Emergency contact details/Next of Kin The Association assumes that you have checked with individuals that you may share their contact details	To allow us to inform your contacts if you take ill or if there is an emergency situation.	The Association's legitimate interest Specific condition: You gave explicit consent
Your signature.	To accept the Terms & Conditions of the Direct Debit or payment plan	For the performance of your contract
Account details: start and end dates, payments made, under/over payments	To administer the factoring agreement	For the performance of your contract The Association's legitimate interest

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
Payment details: name of bank, account number, sort code, third party payment details	To administer payments to and from you in relation to the factoring agreement	For the performance of your contract The Association's legitimate interest
Factoring account number, All-pay card reference number	To administer payments to and from you in relation to the factoring agreement	For the performance of your contract The Association's legitimate interest
Repairs requested: access details, completion dates, satisfaction	To administer the factoring agreement	For the performance of your contract The Association's legitimate interest
Purchase/Buy back/Shared Ownership details: mortgage provider, solicitor details	To administer your factoring agreement	For the performance of your contract The Association's legitimate interest Have a legal obligation
Correspondence to and from you	To keep records	For the performance of your contract

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
Images: publicity photographs and/or event photographs and/or digital images	To promote events, services and the Association's work To support the security and management of the estate, the work of the Association and people	The Association's legitimate interest You gave consent
Images of you on our CCTV network	To support security and management of the Association's offices and estate, protect staff, tenants, visitors and property, investigate security incidents, health and safety concerns and alleged misconduct and assist in the prevention and detection of crime.	The Association's legitimate interest
Complaints: date received, date responded, complaint details, outcome, upheld or not	To respond to complaints lodged with the Association and for the purpose of business continuity and improvements	The Association's legitimate interest Have a legal obligation
Data Protection: Subject Access Request	To respond to any Subject Access Requests submitted to the Association and for the purpose of business continuity and improvements	The Association's legitimate interest Have a legal obligation

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
Health Care Details: vulnerabilities – e.g. sight, hearing impairments, third-party authority and information (name, address, nature of relationship to owner/resident)	To support you in your contract with us	The Association's legitimate interest Have a legal obligation
Your IP address: when you access our website	For security reasons	The Association's legitimate interest

New Gorbals Housing Association may share your data with the following third parties:

- The police and other law enforcement agencies
- Scottish Fire & Rescue Services
- Scottish Ambulance Service
- DWP
- Utility Companies
- Letting Agents
- Citizens Advice
- Health Services
- Debt Management Companies
- Third party payments agents
- Third Party representation mandates
- Local Authorities – investigating complaints/updating occupancy/ownership details
- Grant Providers, and other prospective and actual funders (although issued information will always be anonymized)
- Health and Safety Executive
- Insurance providers
- Professional or statutory regulatory bodies, e.g. Housing Regulator, Scottish Public Services Ombudsman
- Solicitors, Surveyors and Sheriff Officers
- The First Tier Tribunal (Housing & Property Chamber) for the purpose of independent review of a complaint you have made
- Auditors
- Contractors for repair and maintenance works
- Councilors/MSPs acting on your behalf

- Organisations with whom we participate in surveys (although published information will always be aggregated and anonymised)
- External organisations providing services to, or on behalf of, the Association
- If we enter into a joint venture with or merged with another business entity, your information may be disclosed to our new business partners or owners;
- Individuals who exercise their legal right to access recorded information held by the Association under information legislation, particularly the Freedom of Information (Scotland) Act 2002 and data protection law (General Data Protection Regulation(GDPR) and Data Protection Act 2018). The Association will normally only disclose work-related or professional information about its members of staff and will inform or consult any members of staff concerned where disclosure would not reasonably be expected.
- Third party suppliers of systems and products

Contact

New Gorbals Housing Association

**200 Crown Street
Gorbals
Glasgow
G5 9AY**

Call 0141 429 3900

Email admin@newgorbalsha.org.uk

Visit www.newgorbalsha.org.uk

New Gorbals Housing Association is a charity registered in Scotland - SCO41164.
Register of Friendly Societies No.2309 RS Scottish Housing Regulator No. HAL 211

Updated April 2022