

Our Global Privacy Notice

October 2023 (review date October 2026)



We take your privacy seriously and we ask that you read this privacy notice carefully as it contains information on what we collect about you, what we do with your personal data and who your information might be shared with. We comply with all relevant data protection laws, including the UK General Data Protection Regulation, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations.

We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this.

This notice explains what information we collect when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you 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 process your personal data.

About us

We are a registered Data Controller with the Information Commissioner's Office (ICO), www.ico.org.uk, for any personal data you provide to us (Registered No. Z6608328).

We are registered with the following:

- Registered Scottish Charity No.SC040876
- Registered with the Scottish Housing Regulator No.197
- Registered Property Factor No.PF000261
- Registered Society - Co-operative & Community Benefit Societies Act 2014 No.1798RS

If you have any questions about this privacy notice, please contact:

info@tollcross-ha.org.uk | www.tollcross-ha.org.uk | 0141 763 1317

Tollcross Housing Association, 868 Tollcross Road, Glasgow, G32 8PF

Our Data Protection Officer contact details are: info@rgdp.co.uk | 0131 222 3239

RGDP LLP, Level 2, One Edinburgh Key, 133 Fountainbridge, Edinburgh, EH3 9QG

What information we collect

The information we collect will vary depending on our relationship with you and may include:

- Name, address, email address, mobile and telephone number.
- Demographic and equalities information (age, sex, sexual orientation, ethnicity, disability, religion or belief, marital status).
- Financial (bank details, etc.) and benefit information (UC, Housing Benefit, etc).
- National Insurance Number, passport/driving licence number, and any other relevant ID (e.g. for employment purposes we require proof of right to work in the UK).
- Next of kin, emergency contacts, and/or household information.
- Employment history, details and references.
- Medical, health, disability and underlying health condition information (and sickness, occupational health, and GP information where relevant).



HAPPY TO TRANSLATE

Get in touch

Tel 0141 763 1317 | www.tollcross-ha.org.uk | info@tollcross-ha.org.uk
Tollcross Housing Association | 868 Tollcross Road | Glasgow | G32 8PF

Registered Scottish Charity No.SC040876 | Registered with the Scottish Housing Regulator No.197 | Registered Property Factor No.PF000261 | Registered Society under Co-operative and Community Benefit Societies Act 2014 No.1798RS

- Membership number / Share membership number.
- Complaints or other communications regarding behaviour or other alleged ASB including information obtained from Police Scotland, Local Authorities or other housing providers.
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour.
- Images and photographs (through CCTV and event attendance).
- Call recordings.

Why we collect your data

We need your data to allow for us to provide information and services to you, for example we collect your data to enable us to:

- Enter into various contracts and agreements with you (e.g. tenancy agreement, contract of employment, contract for services, etc.) and to carry out our legal and policy obligations in relation to these contracts/agreements (e.g. to prioritise and assess housing applications).
- Supply information and services to you based on your request and need (e.g. repair requests, housing applications, complaints, etc.), and to refer you to third party organisation who can support you further with your need.
- Analyse data to review, improve and develop services in line with customer needs (e.g. performance management, benchmarking, statistical returns, etc.).
- To contact you to consult, engage and seek your view on services (to seek improvements).
- To meet our legal obligations, and regulatory requirements.

How we collect information

We collect information including personal data about you when you:

- Visit / attend our us any of our offices, premises, and community events (including CCTV).
- Visit / use our website, social media, Apps, or any other online / chat platform.
- Telephone, text, email or engage in any other communication methods (including call recording).
- Complete any applications, survey requests, or any other request for information.
- Become a tenant and use / request relevant services relating to your tenancy (e.g. repairs, maintenance, adaptations, housing support, and welfare support etc.).
- Become an employee, volunteer, member, or governing body member.
- Use any of our services or participate in any activities, groups, or events.
- Apply for housing, job vacancies, to volunteer, to become a member of any of our community engagement or scrutiny groups.
- Enter into a factoring or shared owner agreement with us or enter into any formal agreement with us to provide good and services (including tender processes).
- Supply services, information, or data to us, to allow us to carry out organisational responsibilities and legal duties.
- Arrange to make payments to us or when we make payments to you.
- Provide us personal data, for any business reason.
- We may also receive relevant information from a third party which may impact your engagement with us, either as a tenant, potential tenant, member, volunteer, employee, contractor or any other stakeholder.
- Our lawful basis for collecting data may be based on consent, legitimate interest, public task, legal obligation, vital interest.
- When we are handling information that is sensitive, known as special category, we may use additional lawful basis such as employment, explicit consent, vital interest or legitimate interest.

Sharing your information

We may disclose your information to trusted third parties who act for us for the purposes set out in this notice or for purposes approved by you including the following:

- our contractors to undertake repairs, works and maintenance;
- organisations providing benefits advice and support;
- Police Scotland and the local authority anti-social behaviour department in relation to complaints involving anti-social or other criminal behaviour
- 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.

Unless we have a lawful basis for disclosure, 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, Youth Advisory Panel and payment predictions)
- 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.

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. All information is kept in line with our data protection policies and procedures, which are available on our website.

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

It is important that the information we hold about you is accurate and current. Please keep us informed of any changes on the data we may hold about you. Under data privacy law, data subjects have a number of rights:

The right to be informed: Through the provision of our privacy notice, we will be open and transparent about how and why we use your personal information.

The right of access: You have a right to ask us what personal information we hold about you and to request a copy of your information. This is known as a 'subject access request' (SAR). More information about our SAR process can be found on our website.

The right to rectification: You can ask us to rectify your personal data if it is inaccurate or incomplete.

The right to erasure: The right to erasure is also known as 'the right to be forgotten'. In some circumstances, you can ask us to delete or remove personal data where there is no compelling reason for its continued processing.

The right to restrict processing: In some circumstances you can ask us to restrict processing, for example (1) if you disagree with the accuracy of personal data, (2) where you are withdrawing consent for data processing and (3) if we're processing your data on the grounds of legitimate interests.

The right to data portability: If the situation arises where it would be helpful for you to move, copy or transfer personal data we hold about you, across different services, you may be able to ask us to do this.

The right to object: You can tell us if you object to our processing of your personal data, (1) based on legitimate interests (including profiling) on and (2) for the purpose of direct marketing.

Queries and concerns

If you have any queries or concerns about this notice or our use of your personal information, you can raise these with us by either contacting: info@tollcross-ha.org.uk | 0141 763 1317, or our Data Protection Officer: info@rgdp.co.uk | 0131 222 3239

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. www.ico.org.uk/make-a-complaint | 0303 123 1113

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.