



SHA Fair Processing Notice

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Southside Housing Association Fair Processing Notice

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 handle your information.

Who are we?

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 2018] and the United Kingdom General Data Protection Regulation (UKGDPR) as amended or replaced as required, together with any other domestic laws subsequently enacted.

We 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.

How to contact us

Telephone: 0141 422 1112

Email: CSD@southside-ha.co.uk

Address: Southside House, 135 Fifty Pitches Road, Glasgow, G51 4EB

www.southside-ha.org

Who we may collect personal data on

Customers – Current, and potential customers of SHA who live in our properties or access the services we provide, including tenants, service users and/or their representatives.

Other people – current, former, and potential colleagues, including volunteers, Governing Body members and shareholding members of SHA.

Anyone who makes an enquiry or a complaint, uses the SHA website and online services or visits our premises.

Recording of Telephone Calls

Southside Housing Association records incoming and outgoing telephone calls for training and monitoring purposes. Callers are informed that calls are recorded via a recorded message.

The functionality to stop call recording is in place with regard to calls which involve:

- Bank accounts details being provided.
- Credit or Debit Card details being provided.
- Sensitive information being transferred via the telephone.

Telephone call recordings will be stored on a secure server for review and monitoring purposes and are only accessed by authorised members of SHA staff. Recordings are retained for a period of three months and then are automatically deleted from the server.

Any requests for information involving recordings of telephone calls will be handled in line with SHA's Subject Access Request procedures.

How we collect information from you and what information we collect

- 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.
- from your use of our online services, whether to report any tenancy/ factor related issues, apply for a vacancy, make a complaint or otherwise.
- 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).

We may collect the following personal information about you:

- Your personal details: name, address, date of birth.
- Your contact details: home telephone number, mobile phone number and email address.
- Other details: including information about your gender, ethnicity, disability, and marital status.
- Any Medical information which may be necessary for the management of your tenancy or to adequately process your application for housing.
- National Insurance Number.
- Next of Kin.
- Tenancy details: start and end dates for any tenancy you may have had with SHA and records of any rent or service payments you have made.
- Information about the composition of your Household including details of existing accommodation arrangements and individual(s) who may seeking accommodation with an applicant.
- Details of any of your previous addresses in past five years.
- Payment details: your bank account details, any third-party payment details.
- Details of repairs requests that you have made including time and dates for access and when repairs have been completed.
- Details relating to purchase or 'buy back' of a property: including mortgage provider and solicitor details.
- Images: this may include photographs from events or images captured by CCTV
- Your IP address: when you access our website.

We may also record other information when you contact us or use any of the services that we provide. We may also record information about action we take e.g. in relation to anti-social behaviour so that we have an accurate record of what has happened.

Southside Housing Association will not collect any personal data for you that we do not need.

We also may receive the following information from third parties:

- Benefits information, including awards of Housing Benefit / Universal Credit
- Payments made by you to us; from third party payment sources such as AllPay.
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland.
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour.

Why we need this information about you and how it will be used

We need to collect your personal data in order to allow us to effectively provide the housing or other services which you have requested from us.

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.
- Process applications for housing.
- Sign up new tenants.
- Ensure our rents are affordable and that your views have been considered.
- Respond effectively to our customers enquiries.
- Provide a high standard repairs and maintenance service.
- Deliver a high quality and value for money factoring service for homeowners.
- Manage payments from you and allow us to effectively manage your accounts.

- Assist in the recovery of debts or if necessary, court or other legal actions.
- Meet our legislative and regulatory obligations including providing our annual returns and other information to regulatory bodies.
- Contact you in order to send you details of any changes to our suppliers which may affect you.
- contact you for your views on our products and services including satisfaction surveys and consultations.

We also need and use your information for all other purposes consistent with the proper performance of our operations and business.

We have produced appendices to this Fair Processing Notice which sets out in more specific detail how we collect and use your personal data in relation to each SHA service area. These can be accessed at the Access to Information area of the SHA website.

Sharing of Your Information

As set out in this Fair Processing Notice, we may be required to share personal data with statutory or regulatory bodies or organisations in order to comply with legal and regulatory obligations. Such bodies include the Scottish Housing Regulator, The Care Inspectorate, Glasgow City Council, Glasgow Health and Social Care Partnership, Scottish and/or United Kingdom courts. We may also share personal data with our or your professional advisors for the purposes of taking advice and in the event of any legal claims.

Where we employ third party suppliers to provide services on our behalf, these suppliers may process personal data on our behalf as “processors” and are subject to written contractual conditions to only process that personal data under our instructions and protect it. In the event that we do share such personal data as is strictly required for the specific purposes and we will take reasonable steps to ensure that recipients shall only process the disclosed personal data in accordance with those purposes.

Where we enter into management agreements with another organisation, or dispose of properties to another organisation we may also share your data with them.

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.

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA:

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

Security

When you give us information, we take steps to make sure that your personal information is kept secure and safe.

Only SHA staff and partners and contractors who have signed data sharing agreements and who need to see your personal information will have access to it. We will not usually retain your payment details unless you make payments to us using Direct Debit.

Our computer systems are located in our main office, however our staff may occasionally use laptops, tablet, 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 SHA's IT Policy and Remote and Hybrid Working Policy which are both available on request. Additionally, we have the following controls in place to ensure the security of your personal information.

- All paper-based records are securely locked in storage cupboards when not actively being used.
- Our offices are protected by an alarm system, a security company and are monitored by CCTV.
- All SHA computer servers are within a secure network.
- All electronic communication takes place within this secure environment.

The unauthorised use of IT systems is prevented by:

- User ID

- Password assignment
- Lock screen with password activation
- Each authorised user has a private password known only to themselves.
- Regular prompts for password amendments

The following additional measures are taken to ensure the security of any Data:

- Network username
- Network password
- Application username
- Application password
- Application permissions and access restricted to those who require it.
- Multi-factor authentication required for any external access.

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 (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

We will generally keep your information for the periods set out in our Data Retention Periods Guidelines, after which this will be destroyed if it is no longer required for the reasons it was obtained.

Our full retention schedule is available on request or can be viewed on our website.

Your Rights

You have certain rights under Data Protection laws to ensure you remain in control of your personal data.

- Right of Access - You have the right to ask for a copy of the information about you held by us in our records.
- Right to Rectification – You have the right to have us correct any inaccuracies in your information where it is appropriate and correct for us to do so. We must

respond within one month to any requests for rectification, which may be extended to two months where the rectification request is complex.

- Right to Erasure – You have the right to make a request to us to delete what personal data of yours we hold and process, where there is no compelling reason or legal basis for us to continue processing your data; and
- Right to Restrict Processing – You have the right to object to processing of your personal data under certain circumstances. When we restrict processing of your personal data, we are permitted to store the personal data, but not to process it further.
- Right to Data Portability – You may obtain and reuse your personal data for your own purposes across different services.
- Right to Object – You have the right to object to receiving any marketing communications from us, or processing which involves profiling.

If you would like to exercise any of your rights above, please contact us at:

CSD@southside-ha.co.uk

Complaints

If you have any concerns regarding how we handle your personal data, please contact our Data Protection Officer who will investigate your concerns in line with SHA's complaints handling procedure.

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

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Email: casework@ico.org.uk

Maintaining Your Information 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.

People who have a Tenancy Agreement with us

How we collect your personal data

SHA obtains your information from a variety of sources, including when you:

- Accept an offer of a property
- Sign a tenancy agreement
- Telephone or visit our staff/offices
- Visit our tenant self-service portal
- Complete feedback via surveys or questionnaire
- Write to or email us
- Request services or repairs from us or ask for our permission
- Raise a complaint with us
- Respond to a survey or consultation
- Are captured by our CCTV systems

What information we will collect

Personal Data and Contact Details

Name, addresses, date of birth, gender, national insurance number, relationship / marital status, employment status, pregnancy / maternity status, signature, home phone number, mobile telephone number, email address and IP address.

Next of Kin and Emergency Contact Details

Name, address, relationship to you, home telephone number, mobile telephone number and email address.

Tenancy Details

Start and End dates, Tenancy Reference number, References from previous landlords. Household composition—Details of who lives in the property with you, their name, age, and gender. All contact you have with us, or we have with you, including any emails, letters, or telephone calls. Complaints made about you or by you. Antisocial behaviour allegations made by you or about you or your household. Unacceptable behaviour warnings.

Financial Information

Rent Payments and statements, arrears, income, affordability information. Payment details—bank account details, third party payment details, direct debit mandates. Housing Benefit entitlement and payments, Universal Credit, Council Tax information.

Health

Health conditions relating to accommodation and or service requirements.

Disability and Impairments

Disabilities and impairments relating to accommodation and or service requirements.

Communication Requirements/Preferences

Language preferences.

Requirements for different communication formats e.g. large print.

Third Party Representatives (optional)

Details of those you wish to communicate with us on your behalf.

Equalities Monitoring Information (optional)

Protected characteristics as detailed in The Equality Act 2010, including sex, race or ethnic origin, religion or belief, sexual orientation, gender reassignment, marital or civil partnership status, and whether you consider yourself to be disabled or not.

(Note: while this information may be requested by us and provided by you it does not form part of the criteria for accessing our services.)

Information we may receive from Third Parties about you

- Details of benefits from Department of Works and Pensions or Local Authority
- Payments made to us by you
- Information from representatives acting on your behalf
- Information from welfare or support agencies working with you
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of antisocial behaviour

What we use your information for and for what reasons

Use	Reason for using your information
Offer a property to you	Necessary to enter into a tenancy agreement with you
Manage your tenancy	Necessary to comply with the tenancy agreement we have with you
Manage your rent and service charge accounts	Necessary to comply with the tenancy agreement we have with you Legal Obligation under applicable housing legislation
Provide repairs, maintenance, and adaptations of our properties	Necessary to comply with the tenancy agreement we have with you Legal Obligation under applicable housing legislation
Carry out surveys and consultations	Legal Obligation under applicable housing legislation Our Legitimate Interests to send you communications requesting your feedback about SHA, the services we provide and or any proposals or services which we may decide to introduce or change
To offer assistance with debts and benefits	Our Legitimate Interests
To engage with you to get feedback on our services	Legal Obligation under applicable housing legislation Our Legitimate Interests to send you communications requesting your feedback about SHA
To involve you in our scrutiny, participation, and decision-making arrangements	Our Legitimate Interests
To send you information on our performance	Legal Obligation under applicable housing legislation Our Legitimate Interests to send you communications about SHA and its performance
To support our legal and regulatory compliance activities	Legal obligation
Investigate and resolve antisocial behaviour	Necessary to comply with the tenancy agreement we have with you Legal Obligation
Conduct research and statistical analysis to improve our services.	Our Legitimate Interests to process personal data for the purposes of improving our services to you
Monitor and evaluate our performance	Our Legitimate Interests to process personal data for the purposes of improving our services to you
Monitor and report on Equalities	Equality of opportunity or treatment – we will process personal data to identify

	<p>and keep under review the existence or absence of equality of opportunity or treatment between groups of people to promote or maintain equality. Legal obligation</p>
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Who we share your information with

We may share your personal data with:

- Maintenance contractors who are instructed to carry out repairs or maintenance works.
- Out of hours Response and Warden call providers to allow support and emergencies to be handled out of hours.
- Local Authorities regarding your application for housing and Housing Benefit entitlements, payments, Council Tax, and changes to rent and other charges.
- Police Scotland, Scottish Fire & Rescue Service and the Scottish Ambulance Service who may require information in order to fulfil their statutory duties or in emergency situations.
- Local authorities or others involved in investigating a complaint.
- Utilities companies to ensure billing information is up to date, including forwarding addresses.
- Debt collection agencies appointed by utility companies, for the purpose of avoiding legal proceedings being raised against us.
- Payment processors, Local authorities, Department of Work and Pensions regarding investigating payments made or otherwise.
- We may discuss your financial situation, rent payments (including any arrears) and any claims made for welfare benefits with an external debt advice agency, Welfare Rights Advisor, the Housing Benefit department or the Local Authority housing advice and homeless prevention team to make sure that benefits are paid correctly.
- Sheriff Officers, Debt Recovery Agencies and Solicitors if you default on any tenancy conditions, to enable the recovery of debt or property.
- Survey and Research companies who conduct surveys and research for us which allow us to gather feedback and improve the services we offer you.
- Mail distribution services in order to provide newsletters and service information.
- 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 dispose of properties to another landlord, we may share your information with them.
- The Scottish Housing Regulator and other regulatory bodies who may require information in order to fulfil their statutory duties.
- Consultants engaged to provide Public Relations and Communications, including crisis management, support, and services.
- Auditors engaged to carry out checks and verifications of our systems, processes, and financial accounts.
- IT software providers who supply and host our management information / database systems.

People who have Shared Ownership or Shared Equity Housing with us

How we collect your personal data

SHA obtains your information from your Application and Interview form.

What information we collect

Personal Data and Contact Details

Name, addresses, date of birth, email address, telephone number, housing circumstances. Household composition—the name, age, and gender of those who are members of your household.

Financial Information

Mortgage provider, solicitor, income, expenditure, and savings.

What we use your information for and for what reasons

What we use	Reason for using your information
To be allocated shared ownership or equity housing	To enter into a contract with you
To allow occupancy agreement to be drawn up	To enter into a contract with you
Maintain your Occupancy Agreement	To fulfil a contract we have with you

Who we share your information with

We may share your personal data with:

- Scottish Government to confirm purchase.
- Solicitors to draw up agreements for sale / purchase.
- Payment processors regarding investigating payments made or otherwise.
- Sheriff Officers, Debt Recovery Agencies and Solicitors if you default on your Factoring Agreement and to enable the recovery of debt.
- Survey and Research companies who conduct surveys and research on our behalf which allow us to gather feedback on the services we offer you.
- IT software providers who supply and host our management information / database systems.

People who receive Care or Housing Support Services from us

How we collect your personal data

SHA obtains your personal data from a variety of sources, including:

- Application and assessment forms
- Care and Support plans
- Our CCTV systems
- Saffron project referral forms

And when you:

- Telephone or visit our staff/offices
- Write or email to us
- Request services or repairs, or receive support from us from us
- Raise a complaint to us
- Respond to a survey or consultation

What information we collect

Personal Data and Contact Details

Name, addresses, date of birth, gender, National Insurance number, relationship status, telephone number(s), and email address.

Residency Details

Start and end dates, Tenancy Reference number, all contact you have with us, or we have with you including any emails, letters, or telephone calls.

Financial Information

Payment details—bank account details, 3rd party payment details, direct debit mandates Housing Benefit entitlement and payments, Universal Credit, Council Tax information.

Care and Support details

Health conditions, disabilities and impairments relating to accommodation and or service requirements, and medications.

Communication Requirements/Preferences

Language preferences.

Requirements for different communication formats e.g. large print.

Third Party Representatives (optional)

Details of those you wish to communicate with us on your behalf.

Equalities Monitoring Information (optional)

Protected characteristics detailed in the Equality Act 2010, including gender, race or ethnic origin, religion or belief, sexual orientation, gender reassignment, marital or civil partnership status, and whether you consider yourself to be disabled or not.

(Note: while this information may be requested by us and provided by you it does not form part of the criteria for accessing our services.)

Information we may receive from Third Parties about you

- Information from representatives acting on your behalf
- Information from welfare or support agencies working with you
- Social work services regarding your contract requirement and wider care package.
- Statutory agencies

What we use your information for and for what reasons

What we use	Reason for using your information
Offer you support services	Necessary for the purposes of entering into a care services contract with you
Manage your residency	Necessary to fulfil a contract we have with you
Manage your rent and service charge accounts	Necessary to fulfil a contract we have with you
Provide repairs, maintenance, and adaptations to our properties	Necessary to fulfil a contract we have with you
Provide care and support to you	Necessary to fulfil a contract we have with you
To refer you to health and social care professionals	Necessary to fulfil a contract we have with you
Monitor and report on Equalities	Equality of opportunity or treatment – we will process personal data to identify and keep under review the existence or absence of equality of opportunity or treatment between groups of people to promote or maintain equality.

Who we share your information with

We may share your personal data with:

- Out of hours Response and Warden call providers to allow support and emergencies to be handled out of hours.
- Local Authorities regarding your contract and provision of services
- Health and Social Care professionals regarding the provision of services
- Police Scotland, Scottish Fire & Rescue Service and the Scottish Ambulance Service who may require information in order to fulfil their statutory duties or in emergency situations.
- The Care Inspectorate and other regulatory bodies who may require information in order to fulfil their statutory duties.

People who apply to work with us

How we collect your personal data

SHA obtains your information when you complete an employment application.

What information we collect

Personal Data and Contact Details

Name, address, email address, telephone number(s).

Experience

Previous employers and details of previous roles, education, references Answers to questions relevant to the role applied for.

Equalities Monitoring Information (optional)

Protected characteristics as detailed in The Equality Act 2010, including sex, race or ethnic origin, religion or belief, sexual orientation, gender reassignment, marital or civil partnership status, and whether you consider yourself to be disabled or not.

(Note: while this information may be requested by us and provided by you it does not form part of the recruitment and selection process.)

Close Connections

Relationship to staff employed by SHA or to member of the Governing Body.

What we use your information for and for what reasons

What we use	Reason for using your information
Assessing your suitability for the role you have applied for	Necessary for the purposes of entering into a contract with you
Monitor and report on Equalities	Equality of opportunity or treatment – we will process personal data to identify and keep under review the existence or absence of equality of opportunity or treatment between groups of people to promote or maintain equality.

Who we share your information with

Previous employers and other individuals provided by you as employment references.

We will not share unsuccessful candidate data with any other person or organisation.

SHA Shareholding Members

How we collect your personal data

SHA obtains your information when you complete a membership application form.

What information we collect

Personal Information and Contact Details

Name, address, email address, telephone number(s), date of birth, signature, photographic images which may be taken at the SAH Annual General Meeting

Equalities Monitoring Information (optional)

Protected characteristics as detailed in The Equality Act 2010, including gender, race or ethnic origin, religion or belief, sexual orientation, gender reassignment, marital or civil partnership status and whether you consider yourself to be disabled or not.

(Note: while this information may be requested by us and provided by you it does not form part of the eligibility criteria and membership application process.)

What we use your information for and for what reasons

What we use	Reason for using your information
To manage and administer your membership of the Association	Necessary to comply with the terms of our constitution (our rules), which is a contract among the members of the Association.
Equalities monitoring	Equality of opportunity or treatment – we will process personal data to identify and keep under review the existence or absence of equality of opportunity or treatment between groups of people to promote or maintain equality.

Who we share your information with

We may share your personal data with:

- Members of the public – on request, the Association's register of members must be made available for inspection by any interested party at our registered office. Our register includes your name and SHA membership number.
- Print providers and mail distribution companies we may use.
- IT software providers who supply and host our management information / database systems.

- External Auditors for annual financial audit purposes, your information may be shared with our external auditors.
- Internal Auditors, for internal audit of our governance functions, internal auditors may need your information in order to carry this out.
- Parties with an interest in SHA, e.g. our lenders.
- If we enter into a joint venture with or are sold to or merged with another business entity, your information may be disclosed to any new business partners or owners.
- Statutory and regulatory bodies in terms of our annual returns, notifiable events, financial probity, anti-money laundering and other legal and regulatory obligations and any other matters in the course of those bodies fulfilling their statutory or regulatory obligations.

Anyone who makes a complaint to the Association

How we collect your personal data

SHA collects your information when you make an expression of dissatisfaction to us about any aspect of our services. This may be by telephone, in person, by email, letter or other means.

What information we collect

Personal Information and Contact Details

Name, address, email address, telephone number(s), signature (where written)

Complaint Details

Any information you provide us with in relation to the complaint.

What we use your information for and for what reasons

What we use	Reason for using your information
To investigate your complaint and provide a response and resolution	Legal obligation
To monitor and report on complaint statistics	Legal obligation Our legitimate interests

Who we share your information with

If you have made a complaint about another individual, it is not always possible to investigate and resolve it fully on an anonymous basis. If a complainant doesn't want information identifying him or her to be disclosed however, we will respect that.

- We record and monitor complaints via our customer management system, which is supplied and hosted by an external IT software provider.
- Other external agencies who may be involved in the investigation or resolution of your complaint e.g. Community Safety Glasgow, Police Scotland, contractors carrying out work on behalf of the Association.
- Independent external review bodies such as the Scottish Public Services Ombudsman, or the First Tier Tribunal for Scotland (Housing and Property Chamber) who are the final stage for the resolution of public service complaints and private sector housing and property factor complaints respectively.
- Solicitors and other legal advisors or professional advisors or consultants
- Internal Auditors, for internal audit of our complaints and other feedback functions, internal auditors may need your information in order to carry this out.
- The Scottish Housing Regulator, The Care Inspectorate or any other statutory or regulatory body who are fulfilling their statutory or regulatory obligations.

Anyone who makes a statutory request for information from us or about us

How we collect your personal data

SHA collects your information when you submit your request by telephone, in person, by email, letter or other means.

What information we collect

Personal Information and Contact Details

Name, address, email address, telephone number(s), signature (where written), where necessary proof of identification e.g. passport or driving license.

Enquiry or Request Details

Any information you provide as part of your request or enquiry.

What we use your information for and for what reasons

What we use	Reason for using your information
To respond to the enquiry or request	Legal Obligation
To monitor and report on the enquiries or requests we receive	Legal Obligation (Under FOISA to report statistics quarterly to the Scottish Information Commissioner) Our legitimate interests in reporting internally and in improving our services
To carry out a review of your request	Legal Obligation

Who we share your information with

- Independent external review bodies such as the Scottish Information Commissioner, or the Information Commissioners' Office who regulate the use Freedom of Information and privacy and personal data in Scotland respectively.
- Solicitors and other legal advisors or professional advisors or consultants
- Internal Auditors, for internal audit of our access to information functions, internal auditors may need your information in order to carry this out.
- The Scottish Information Commissioner, the Information Commissioners' Office or any other statutory or regulatory body who are fulfilling their statutory or regulatory obligations.

People who use the SHA website

Our website uses cookies. These are small text files that are placed on your computer or other browsing device by websites that you visit. The SHA website contains more in-depth information about the cookies that it uses and why we use them. Find out more at:

<https://southside-ha.org/cookie-policy-uk/>



Southside Housing Association

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