

How we use your personal information:

Orkney Housing Association is known as a “Controller” of the personal data provided to us and is registered with the Office of the Information Commissioner (Z4942508). We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

The information we collect from you will primarily be basic personal and contact details required to carry out our major functions as a social housing provider, however there are occasions where we are required to collect data of a more sensitive nature and this will be treated with the appropriate level of confidentiality.

If you have any questions relating to this notice and our privacy practices you should contact our Head of Corporate Governance, who is the central point of contact for GDPR purposes, by email dataprotection@ohal.org.uk or by calling the office on 01856 875253.

The personal information we may collect about you includes:

- Personal Details: name, addresses, date of birth;
- Contact Details: home phone number, mobile phone number, and email address;
- Further Details: NI number, gender, ethnicity, disability, medical details, marital status, signature;
- Household Composition: details of existing accommodation arrangements and family members seeking accommodation with applicant;
- Tenancy Details: start and end dates, rent

paid, under/over payments;

- Payment Details: bank account details, 3rd party payment details;
- Repairs: repairs requested, access details completion dates;
- Purchase/Buy back Details: mortgage provider, solicitor details;
- Title Deeds for some Care & Repair services;
- Employment: benefit/Council Tax status and payments, employment history, education history, tax code, trade union membership;
- Employment Application Details: asylum status, criminal record declaration, disclosure information;
- Location: IP address;
- Images: event photographs, videos including sound, CCTV images;

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

We need to know your personal data to provide you with the housing services you have engaged with us to provide, and to communicate effectively with all data subjects as required by the Scottish Housing Regulator.

We will not collect any personal data from you that we do not need.

We need your personal information to allow us to:

- Adhere to statutory regulation and provide annual returns and statistics;
- Administer lets and training sessions;
- Carry out contractual duties as your landlord;
- Contact you for your views on our products and services then analyse the information collected to enable us to support and

- improve the services we provide;
- Contact you in order to send details of changes to our contractors and suppliers which may affect you;
- Deliver a value for money factoring service for owners;
- Enable you to make use of our on-line services, whether to report any tenancy/ factor related issue, a complaint or otherwise;
- Ensure rent is affordable and up to date;
- Facilitate any necessary legal proceedings;
- Issue invoices and follow up contact where necessary;
- Issue satisfaction surveys, newsletters and service information;
- Maintain Management Committee member records and registers;
- Manage payments from you or your account and for accounting purposes;
- Meet our legal and statutory obligations including information we have to provide to regulators and statutory authorities;
- Perform or assist in debt recovery or court actions;
- Prevent and detect crime;
- Process and manage housing applications;
- Process general member applications;
- Process your job application;
- Provide an effective and efficient Care & Repair service function;
- Provide an efficient maintenance and repairs service ensuring our properties and repairs are of an appropriate standard;
- Reply to enquiries and contact all customers when required;
- Sign up new tenants to suitable properties;

We may receive the following information from third parties:

- Benefits information, including awards of Housing Benefit/ Universal Credit;
- Feedback from contractors;
- Letters or information from Doctors or other health professionals;
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with

us, including information obtained from Police Scotland; and

- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour.

Sharing of Your Information:

All personal data we process is processed by our staff in the UK. We sometimes need to share personal information with other organisations, however, where this is necessary we are required to comply with all aspects of the GDPR. Even when this is required, we only share data within the European Union (EU). We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

The Association may enter into partnerships with other organisations such as the local authority, Police Scotland or Scottish Fire & Rescue Service. For example, we may join a partnership to help prevent and control anti-social behaviour. We will enter into a formal data sharing agreement to govern the process and ensure it is lawful. That agreement will be approved by our Head of Corporate Governance before it is implemented. The types of organisations we may share with in these instances are the following:

- Scottish Government and its agencies;
- Orkney Islands Council/OHAC/NHS Orkney;
- Other landlords;
- Solicitors;
- Sheriff Officers.

We are also required to share information with statutory bodies governing finance and housing sectors or for auditing and inspection purposes. However, this will be restricted to the actual information required and will mainly be viewed within the Association's office, with strict permission set on our electronic file system to ensure use is controlled. We will also encrypt and limit the content of any files that do have to be sent either electronically or otherwise.

We will share specific and relevant information with law enforcement, government or public bodies and statutory agencies where we are legally required or requested to do so in order to aid:

- The prevention or detection of crime and fraud;
- The apprehension or prosecution of offenders;
- The assessment or collection of tax or duty owed;
- Sharing in relation to the physical or mental health of an individual, where disclosure is required to protect them or others from serious harm;
- Sharing in connection with legal proceedings; and
- Research and statistical purposes.

Contractors and Suppliers:

We may share your personal information with our contractors or suppliers who provide a service to you, or who provide services on our behalf. The data shared is the specific information the supplier requires to carry out their task, as well as any information that ensures we fulfil our health and safety obligations to the people carrying out the task. We may share this information with the following:

- Maintenance and other contractors and suppliers;
- Customer surveys;
- Insurers;
- Banks;
- Payment card, direct debit and billing solutions;
- Document storage and archive scanning partners.

In order to ensure all tenants have the required utilities available when they sign up to a tenancy with the Association, we may also provide names addresses, forwarding addresses, contact details and tenancy dates to utility providers.

Special Category Data:

There are certain occasions where it will be necessary to perform our functions as a social housing landlord for us to share information containing special categories of data. Currently the only sensitive information we share are:

- ethnic origin, which is shared with statutory bodies and reported as a statistical breakdown of housing or job applicants only, not including any actual personal data.
- medical information with relevant professionals at NHS Orkney, Orkney Health & Care and Orkney Islands Council.

Third Party Access:

Any 3rd party who the Association gives access to our electronic files is called a Data Processor as they are processing data on our behalf. Although the Data Controller and Data Processor are two separate entities, we are required to ensure all 3rd party access is given in compliance with all GDPR principles, and to this affect will have a 3rd party access agreement in place.

Only IT maintenance/support contractors, specialist finance/housing software providers and auditors are given controlled access to our electronic network for reasons of security, maintenance, or any specific purposes outlined in their 3rd party agreement.

Power of Attorney:

If you wish anyone to deal with your affairs on your behalf there is a specific consent form for this on our website or available on request from the office. This allows you to request a named person to discuss specific or all of your personal data with the Association as required.

We will not share your personal information with anyone who claims to represent you unless we are satisfied that you have appointed them, they hold a Power of Attorney or they act in some recognised official capacity. There may be a delay to us dealing with requests whilst we confirm the caller's identity, or check that we have your approval to deal with them.

Protection of our staff and 3rd parties:

If you display challenging, abusive or violent behaviour to Association staff, customers or other residents, we may decide to place a “flag” on your customer record to protect Association staff. If we do this, we will write and tell you why, you will have the right to appeal against our decision as per our Unacceptable Actions Policy. We will share this information with, for example our contractors or the Fire Service to protect their staff also.

Storage of Your Personal Information:

The Association is committed to holding your personal information securely. This means only those staff and contractors that need to see it have access.

Unless you make payments using direct debit we will not usually retain your payment details. For this reason, you have to provide your payment card details each time you make a payment.

Where we store your personal information and can do so solely on computers we will, however there will be cases where we have paper copies instead, or in addition to this. All computers are kept in secure locations and are password protected. Electronic files kept on the shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it. Paper files containing personal or sensitive information are kept in locked drawers, cabinets or rooms.

Our computer systems are located at our offices in Victoria Street. We occasionally may use computers or laptops offsite, however these are at all times secure and under our control.

We will keep your personal details for no longer than necessary. Once the information is no longer required for the lawful purpose for which it was obtained it will be destroyed securely. More information on the document retention schedule adopted by the Association can be found in the National Housing Federation’s most recent guide to document retention available online at www.housing.org.uk/resource-library/browse/document-retention-for-housing-associations.

Your Rights:

You are entitled to request a copy of any personal data we hold of yours. If any of the information we hold is incorrect you may request to have it corrected or deleted.

You have the right to ask us not to process all or part of the personal information we have received, however we may be unable to provide our service to you if we are unable to record and process certain details.

If you wish to complain about how we have handled your data you can contact our Head of Corporate Governance who will investigate the matter on your behalf. If you are not satisfied with our response you may submit a formal complaint to the Information Commissioners Office:

The Information Commissioner’s Office –
Scotland
5 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk