



# Putting the power of your data back into your hands

Since 25th of May 2018, ng homes along with all other companies within the UK is subject to the General Data Protection Regulation (GDPR).

As a 'data controller' we're obliged to implement working practices which meet the requirements of the legislation and the Information Commissioner's Office. It all centres around how we handle your data. In this fair processing notice, we'll

inform you of how we use your data, why it is so important we use it, how we dispose of it and your rights when it comes to your data.

We have to hold certain data on our customers and tenants in order to provide our service and all customers have the right to access this information, to request any changes and to request to have their data deleted in line with the GDPR.

## Who do we share your data with?

The information provided to us will be treated confidentially and will be processed by our employees. We may disclose information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including:

- 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
- If we instruct repair or maintenance works, your information may be disclosed to our contractors
- 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 Local Authority)
- Your information may be shared with our solicitors and auditors
- Your data may be shared with the Department of Work & Pensions, local Authorities or any other relevant department to facilitate the payment of any benefits or if we are investigating payments made or otherwise, your information may be disclosed to payment processors, such as those detailed above.
- If we are conducting a survey of our products and/or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results
- As requested by the Local Authority with regards to the processing of council tax or electoral registrar
- If requested by an emergency service

**Unless we are required to do so by law, we will not otherwise share, sell or distribute any of the information provided to us without consent. The information that we collect from you will only be transferred and stored within the European Economic Area (EEA). We take all steps reasonably necessary to ensure that your information is treated securely and in accordance with our Data Protection Policy.**

## What information do we hold on you?

### On you

- Housing applications
- Tenancy Sign-up documents
- Tenancy Management Correspondence
- Repair Request
- Factoring Agreement
- Membership of the Association
- Use of online services, including social media
- Any financial transactions including benefits entitlements, and or any income and expenditure related information
- Any other instance where you provide us with personal information
- CCTV Footage

### You and your household

- Name
- Address
- Gender
- Date of Birth
- Telephone numbers
- E-mail address
- National Insurance Number
- Next of kin or emergency contact
- Ethnicity
- Details of disability
- Housing Benefit reference number

## We receive the following information from third parties:

- Benefits information, including awards of Housing Benefit/Universal Credit.
- Payments made to you via bank transfer, Allpay or any other method.
- Complaints or other communications, regarding behaviour or other alleged breaches of the terms of your contract with us, including information from Police Scotland.
- Reports as to the conduct or condition of your tenancy, including references from previous landlords.
- Information supplied by the relevant local council with regards to a homeless application.

## Why do we hold this 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 service and information which you have requested
- To respond to repair requests, medical adaptation requests, housing applications or complaints
- To use the information to improve and develop our business and the services we offer
- To keep customers updated on any changes to our suppliers or services
- For all other purposes consistent with the proper performance of our operations and business
- To request views on our products and services

## What are your rights?

Customers have the right at any time to:

- ask for a copy of the information held by us in our records
- require us to correct any inaccuracies in information held or request us to restrict processing
- make a request to us to delete any personal data which we hold
- object to receiving any marketing communications from us

If you want to exercise any of these rights please contact the Data Protection Officer, email: [dataprotection@nghomes.net](mailto:dataprotection@nghomes.net), telephone: 0141 560 6000 and we will be happy to assist.

You have the right to complain about the use of your personal data and in the first instance please send any concerns you have to our Data Protection Officer. If you're still unsatisfied you have the right to complain to the Information Commissioner's Office.

The Information Commissioner's Office - Scotland  
45 Melville St, Edinburgh, EH3 7HL  
Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk) Telephone: 0303 123 1115