How long will we hold your data?

We review our data retention periods regularly and will only hold personal data for as long as is necessary for the relevant activity, required by law, or as set out in any relevant contact we have with you.

Security

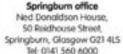
We take steps to make sure that personal information is kept safe and secure. All data is held in accordance with ng homes' Privacy Policy (Data Protection Policy), a copy of this is available on request and can also be accessed from our website at www.nghomes.net. Our systems are password protected and all electronic data is stored securely. Paper files are also stored securely.

Change of details

The accuracy of information held is important to us and essential to the high performance of our services. Please help us keep our records updated by informing us of any changes to your contact details.









email: info@nghomes.net web: www.nghomes.net Twitter: @ng_homes Facebook: ngsportslegacy





Possilpark office

Saracen House, 139 Saracen Street, Possilpark, Glasgow, G22 SAZ Tel: 0141 336 1300

ng homes is a trading name of North Glasgow Housing Association Ltd.

This document is available in other formats.



















ng homes

GDPR Fair Processing Notice



A community where people can flourish and prosper • A community where people and prosper • A community where people can flourish and prosper • A community where people can flourish and prosper • A community where people can flourish and prosper • A community where people and prosper • A community where people can flourish and pr

Putting the power of your data back into your hands

Cince 25th of May 2018, ng homes **J**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 documentsTenancy 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

- Date of Birth
- Telephone numbers
- E-mail address
- National Insurance Number
- Next of kin or emergency contact

- EthnicityDetails of disabilityHousing 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
- 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, 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 Melvile St, Edinburgh, EH3 7HL

Email: Scotland@ico.org.uk Telephone: 0303 123 1115