



## How we use your personal information

This Privacy Notice explains what information we collect, when we collect it and how we use this. In our dealings with you, we will handle personal data (which may be held on paper or electronically) about you. We recognise the need to treat it in an appropriate and lawful manner. This notice is to make you aware of how we will do this.

Ayrshire Housing takes data security very seriously. We adhere to the guidelines published in the Data Protection Act and the General Data Protection Regulation (EU) 2016/679 (GDPR) together with any future legislation and regulations.

We are registered as a data controller under registration number Z7777398 with the Office of the Information Commissioner. This covers any personal data that you provide us with.

Our Data Protection Officer is the Company Secretary of Ayrshire Housing.

Any questions relating to this notice and our privacy practices should be sent to him or her at Ayrshire Housing, 119 Main Street, Ayr, KA8 8BX or [info@ayrshirehousing.org.uk](mailto:info@ayrshirehousing.org.uk).

### How we collect information from you and what information we collect

We collect information about you:

- when you apply for housing with us, become a tenant, request repairs and other services, enter in to a factoring agreement with ourselves or otherwise provide us with your personal details;
- when you apply to become a member of the association;
- from your use of our online services, for example to apply for or exchange housing, report any tenancy or factoring issue, make a complaint;
- 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 information about you and members of your household:

- name;
- address;
- telephone number;
- e-mail address;
- National Insurance Number;
- Details of ethnicity and disability;
- Next of kin.

We may receive the following information from third parties:

- Benefits information, including awards of Housing Benefit and Universal Credit;
- Payments made by you to us;
- 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 your information and will use your information:

- to undertake and perform our obligations and duties in our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your repair request, housing application or complaint;
- to analyse the information that we collect so that we can administer and improve the services we offer;
- to contact you in order to send you details of any changes to our services which may affect you;
- for all other purposes consistent with the proper performance of our operations and business; and
- to contact you for your views on our services.

### **Sharing your information**

The information you provide to us will be treated by us as confidential. We may disclose your information to other parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merge with another organisation, your information may be disclosed to our new partners;
- If we instruct repair or maintenance works, your details may be disclosed to the contractor;
- If we are investigating a complaint, information may be disclosed to Police Scotland, local authority departments, Scottish Fire & Rescue and others involved in any complaint;
- If we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and local authorities);
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, local authorities and the Department of Work & Pensions;
- If we are conducting a survey of our services, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results.

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**

The information that you supply in connection with our *HousingOnline* housing application and mutual exchange services, and *My Home* tenancy service will only be stored and processed within the UK.

We may store your email address on e-newsletter services based outwith the UK or European Economic Area (EEA) solely for the purposes of communicating with you as part of your relationship with us. We will take reasonable steps to ensure that such services have GDPR compliant privacy policies in place.

Our consultants, contractors and suppliers as a condition of working us may be required to communicate with us through online collaboration platforms which may be based outwith the EEA. We will take reasonable steps to ensure that such services have GDPR compliant privacy policies in place.

## **Security**

When you give us information we will ensure sure that your personal information is kept secure and safe. The safeguards that we have in place are described fully in our Privacy Policy a copy of which is 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, or as set out in any relevant contract we have with you.

We will keep your information for no longer than the relevant period described in the data retention schedule attached to our Privacy Policy. A copy of which can be found on our website.

## **Your Rights**

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any promotional communications from us.

If you would like to exercise any of your rights above please contact us at [info@ayrshirehousing.org.uk](mailto:info@ayrshirehousing.org.uk)

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:

The Information Commissioner's Office – Scotland  
45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0131 244 9001

Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

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.