

# Privacy Information Notice for Housing Applicants and Tenants

This 'privacy notice' explains what personal information the Association holds about you as an applicant for housing from the Association or as a tenant of the Association. It explains why we hold this information, what we do with it, how long we keep it for and if we share it with third parties.

New Gorbals Housing Association, a Scottish Charity (Scottish Charity Number SCO41164), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2309r(s) and having its Registered Office at 200 Crown Street, Glasgow G5 9AY. The Association takes the issue of security and data protection very seriously and strictly adheres to guidelines published in the Data Protection Act of 2018 and the UK General Data Protection Regulation (UK GDPR).

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5177185 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Amanda Irwin (Data Protection Officer). Any questions relating to this notice and our privacy practices should be sent to the Data Protection Officer, Tel 0141 429 3900.

'Personal information' means any piece of information, which can identify you, i.e. would make it clear to others that the information is about you. It can be a single piece of information, for example, your name, address. Or it can be separate pieces of information, for example your applicant number, occupancy number, National Insurance Number, which, when combined, would help others to identify you.

We collect and use your personal information for a number of purposes. For example, we need it to undertake and perform our obligations and duties to the services we provide.

We also use individual information to keep customers updated on any service and assistance we offer as well as any changes to a service.

The table describes the information we hold and what we need it for.

It also explains the basis we can legally rely on to request and retain information about you. In the main, the legal basis will be described as 'performance of our contract or service with you' or "it is in our legitimate interests". This means we need the information to manage your application form or tenancy with us.

We get information from you, Association documents or from organisations such as: Housing Benefit and/or Universal Credit, money advice agencies, Social Services, Support Workers, G.P's, third payment sources, repairs contractors, complaints or other communications regarding your contract with us, including Police Scotland and tenancy references.

**We will keep your personal data for no longer than is necessary.** More detail on how long we keep different types of information can be found in the Association's document retention schedule. A copy can be provided upon request.

We will only share your data with third parties if we are required to do so by law, you ask us to do so, or if we are contractually obliged to do so. These third parties are listed on Page 9.

We do not use profiling or automated decision-making processes. This means that people are involved in every decision made about you.

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
<p>Your name, marital status, address, personal e-mail address and telephone number(s)</p>	<p>To send you information about us.</p> <p>To enable the Association to enter into and administer the factoring agreement and for the purposes of business continuity</p>	<p>For the performance of your contract</p>
<p>Date of Birth</p>	<p>To enable the Association to administer your housing application/tenancy agreement and for the purposes of business continuity</p>	<p>For the performance of your contract</p> <p>The Association's legitimate interest</p>
<p>Other Occupants in the household : housing applicant's current accommodation and/or all family members to be re-housed</p>	<p>To process housing application/tenancy agreement in line with our Allocations Policy</p>	<p>For the performance of your contract</p>
<p>Next of kin details (The Association assumes that you have checked with individuals that you may share their contact details)</p>	<p>To allow us to inform your contacts if you take ill or if there is an emergency situation</p>	<p>The Association's legitimate interest</p> <p>(Specific condition: You gave explicit consent)</p>

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
Immigration/residential status	To enable the Association to administer your housing application/tenancy agreement and for the purposes of business continuity	For the performance of your contract
Employment/Benefits: benefits/council tax status and payments, National Insurance number, occupation, employer name and address and contact number, income details	<p>To process Housing Benefits/Universal Credit payments to your account</p> <p>To support you accessing our Welfare Rights service and assisting in welfare claims and appeals</p>	<p>For the performance of your contract</p> <p>The Association's legitimate interest</p> <p>Have a legal obligation</p> <p>You gave consent</p>
A copy of your offer of Housing and/or your tenancy agreement (both Scottish Secure Tenancy Agreement & Scottish Govt Model Private Residential Tenancy Agreement)	To administer your contract	For the performance of your contract
Signature	To accept the T&C's of the Housing Application Form and/or Tenancy Agreement	For the performance of your contract

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
<p>Tenancy details: start and end dates, rent paid, under/over payments, warnings about unacceptable behavior or vulnerable tenant, housing history, economic status</p>	<p>To administer your tenancy</p>	<p>For the performance of your contract</p> <p>The Association's legitimate interest</p> <p>You gave consent</p>
<p>Payment details: name of bank, account number, sort code, third party payment details;</p>	<p>To administer payments to and from you in relation to your tenancy</p>	<p>For the performance of your contract</p> <p>The Association's legitimate interest</p>
<p>Rent/factoring account number, All-pay card reference number</p>	<p>To administer payments to and from you in relation to your tenancy</p>	<p>For the performance of your contract</p> <p>The Association's legitimate interest</p>
<p>Repairs requested: access details, completion dates, satisfaction</p>	<p>To administer your tenancy</p>	<p>The Association's legitimate interest</p> <p>Have a legal obligation</p>
<p>Correspondence to and from you</p>	<p>To keep records</p>	<p>For the performance of your contract</p>
<p>Your IP address: when you access our website</p>	<p>For security reasons</p>	<p>The Association's legitimate interest</p>

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
Purchase/Buy back/Shared Ownership details: mortgage provider, solicitor details	To administer your tenancy	For the performance of your contract The Association's legitimate interest  Have a legal obligation
Images: publicity photographs and/or event photographs and/or digital images	To promote events, services and the Association's work  To support the security and management of the estate, the work of the Association and people	The Association's legitimate interest  You gave consent
Images of you on our CCTV network	To support the security and management of the estate, the Association office and the work of the Association and people	The Association's legitimate interest
Complaints: date received, date responded, complaint details, outcome, upheld or not	To respond to complaints lodged with the Association and for the purpose of business continuity and improvements	The Association's legitimate interest  Have a legal obligation

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
<p>Data Protection: Subject Access Request</p>	<p>To respond to any Subject Access requests submitted to the Association and for the purpose of business continuity and improvements</p>	<p>The Association's legitimate interest</p> <p>Have a legal obligation</p>
<p>Equality details: ethnicity, disability details, religious belief, gender identification, sexual orientation;</p>	<p>Anything else to do with the application/tenancy</p> <p>For equal opportunities monitoring</p> <p>To make any reasonable adjustments to support you in your housing application/tenancy</p>	<p>To comply with legal &amp; regulatory obligations</p> <p>(Specific condition: To enable the Association to carry out its obligations to monitor equal opportunities)</p>
<p>Health Care Details: vulnerabilities – e.g. sight, hearing impairments, drug/alcohol dependency issues, third-party authority and information (name, address, nature of relationship to tenant) details of support being received or required from external agencies (name of support worker, name of external agency).</p>	<p>To support you in your housing application/tenancy</p>	<p>The Association's legitimate interest</p> <p>For the performance of your contract</p>



New Gorbals Housing Association may share your data with the following third parties:

- The police and other law enforcement agencies
- Scottish Fire & Rescue Services
- Scottish Ambulance Service
- DWP
- Glasgow City Council HB & council tax offices
- Social Work
- Health Boards
- GP's
- Utility Companies
- UK Visas and Immigration
- Local Authorities – investigating complaints/updating tenancy details
- Other Local Authorities
- Grant Providers, and other prospective and actual funders (although issued information will always be anonymized)
- Health and Safety Executive
- Insurance providers
- Professional or statutory regulatory bodies, e.g. Housing Regulator, Scottish Public Services Ombudsman
- Solicitors
- Auditors
- Contractors for repair and maintenance works
- Councilors/MSPs acting on your behalf
- Organisations with whom we participate in surveys (although published information will always be aggregated and anonymised)
- External organisations providing services to, or on behalf of, the Association

- External organisations & external contractors providing delivery of goods and services of Tenancy Sustainment
- 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
- Other Housing Providers seeking references, where you have confirmed your consent to the Association
- Individuals who exercise their legal right to access recorded information held by the Association under information legislation, particularly the Freedom of Information (Scotland) Act 2002 and data protection law (General Data Protection Regulation (GDPR) and Data Protection Act 2018). The Association will normally only disclose work-related or professional information about its members of staff and will inform or consult any members of staff concerned where disclosure would not reasonably be expected.
- Third party suppliers of systems and products

# Contact

**New Gorbals Housing Association**

**200 Crown Street**

**Gorbals**

**Glasgow**

**G5 9AY**

**Call 0141 429 3900**

**Email [admin@newgorbalsha.org.uk](mailto:admin@newgorbalsha.org.uk)**

**Visit [www.newgorbalsha.org.uk](http://www.newgorbalsha.org.uk)**

New Gorbals Housing Association is a charity registered in Scotland - SCO41164.  
Register of Friendly Societies No.2309 RS Scottish Housing Regulator No. HAL 211

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