

September 2021

# Privacy Notice

## Lucy Sanderson Cottages



This notice explains what information we collect, when we collect it, and how we use it. During the course of our activity we will process personal data (which may be held on paper, electronically or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

### WHO WE ARE:

Eildon Enterprise Limited ('we' or 'us'), with registered number SC273461 and having a Registered Office at the Weaving Shed, Ettrick Mill, Dunsdale Road, Selkirk TD7 5EB are committed to protecting the rights of individuals with respect to the processing of their personal data. We adhere to the Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR) together with any domestic law subsequently enacted.

We are registered as a Data Controller with the Office of the Information Commissioner under registration number ZA594452 and we are the data controller of any personal data that you provide to us.

Our Data & Information Officer is Kerry Allison. Any questions relating to this notice and our privacy practices should be sent to [InfoRequests@Eildon.org.uk](mailto:InfoRequests@Eildon.org.uk)

### WHEN WE COLLECT INFORMATION FROM YOU:

We collect information about you when:

- You make contact with us to express an interest in living at Lucy Sanderson Cottages
- You communicate with us (email, text, phone, contact us via social media etc.)

### THE INFORMATION WE COLLECT IS:

- Name
- Address
- Telephone Number
- Email Address
- Date of Birth
- Any requirements for the property
- The connection you have to Galashiels

If you joined the waiting list before the management handover to Eildon Housing Association we will have collected this information from Pike & Chapman who previously managed Lucy Sanderson Cottages.

## WHY WE NEED THIS INFORMATION AND HOW IT WILL BE USED:

We will collect this information so that we can contact you when a property at Lucy Sanderson Cottages becomes available.

Call recording information may be used for training and monitoring purposes

## SHARING OF INFORMATION

Your information will only be shared with the landlord for Lucy Sanderson Cottages - Pike and Chapman.

The information will only be stored within the UK.

## SECURITY

When you give us information, we take steps to make sure that your personal information is kept secure and safe. As we hold your information both in paper format and electronically, we have several different ways to ensure security measures are in place.

Personal information that we hold in paper format for you is kept in cabinets that are locked at the end of each working day.

The information that we hold about you electronically is protected in several ways:

- No access to Eildon's network, computers and smartphones unless the correct username and passwords are entered
- No access to the remotely hosted services unless the correct username and passwords are entered
- All Eildon electronic devices (tablets, notebooks, removeable storage etc.) are password protected and encrypted
- A range of cybersecurity measures and Data Loss Prevention software
- Anti-virus software
- Policies and procedures, information, inductions and training for staff

Our privacy policy can be found in the downloads section of our website: [www.eildon.org.uk](http://www.eildon.org.uk) alternatively you can contact us and we will provide a hard copy.

## HOW LONG WE KEEP YOUR INFORMATION:

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

## 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
- Ask us to correct any inaccuracies of fact in your information
- Request that we restrict your data processing
- Request data portability
- Rights related to automated decision-making including profiling
- Make a request to us to delete what personal data of yours we hold; and
- Object to receiving any marketing communications from us

You should note that your rights under the UK GDPR and 2018 Act are not absolute and are subject to qualification.

If you would like to find out more about how we use your personal data, would like to see a copy of the information that we hold about you, or wish to exercise any of the above rights, please contact our Data & Information Officer or email: [infoRequests@Eildon.org.uk](mailto:infoRequests@Eildon.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 noted below:

The Information Commissioner's Office – Scotland

45 Melville Street

Edinburgh

EH3 7HL

**Telephone:** 0131 244 9001

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

The accuracy of your data is important to us – please help us to keep our records updated by informing us of any changes to your personal data.

## How to Contact Us



The Weaving Shed, Ettrick Mill,  
Dunsdale Road, Selkirk TD7 5EB



[www.eildon.org.uk](http://www.eildon.org.uk)



Customer Service: 03000 200 217  
Main Switchboard: 01750 725900



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