

September 2021

Privacy Notice

Allocations



WHO WE ARE:

This privacy notice explains what information Eildon Housing Association (“we” or “us”) collects, when we collect it and how it is used in the allocation process. During the course of our activities, 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. This notice is to make you aware of how we will handle your information.

We 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 the UK General Data Protection Regulation (UK GDPR), as together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z7231896, and we are the ‘Data Controller’ of any personal data that you provide to us.

Any queries relating to this notice and our privacy practices should be sent to our Data & Information Officer at InfoRequests@Eildon.org.uk.

INFORMATION WE COLLECT AND HOW WE USE IT

We collect information about you and other household members when:

- You apply for housing with Eildon Housing Association (over the phone or using our online services)
- You communicate with us (email, text, phone, contact us via social media etc.)
- You otherwise provide us with personal information through alternative means

To allow us to assess your housing need and provide the service you would expect from us, we process the personal information you make available to us including:

- Your full name
- Address and previous address(es)
- Contact details (phone numbers, email or correspondence address)
- Date of birth
- National Insurance Number
- Names and dates of birth of those currently living in with you
- Names and dates of birth of those who will be moving with you
- Previous tenancy history including landlord contact details
- Your main reason for moving
- Information about your health or disability
- Information about your current housing circumstances
- Information about any criminal convictions
- Information about any complaints of anti-social behaviour made against you or a member of your household
- Information about your income in relation to affordability of a private let
- Arrears information for current or previous tenancies
- Employment details where relevant to any priority application
- Information about your ethnicity, if shared with us.

Ways that your information may be used:

- To communicate with you regarding your application and provide information to help you to bid for suitable available properties
- For reporting anonymised statistical information including Annual Return Charter and Committee reports
- To enable us to respond to queries or complaints you have about your housing application
- If it is necessary to translate any information into or from a foreign language for you your information may be shared with a language translation service
- Call recording information may be used for training and monitoring purposes

Where appropriate we will also receive the following information from third parties:

- Medical information from Occupational Therapist, hospital and GP's or any other medical professional to support your application;
- Social Work or any other supporting agencies in relation to your application for housing
- References from previous or current tenancies which will include information about rechargeable repairs, outstanding debt and complaints of anti-social behaviour.

EQUALITIES MONITORING INFORMATION

We are required to use your personal information relating to your health, racial or ethnic origin for equality monitoring purposes as required by government departments and agencies, Scottish Housing Regulator and auditors, with other organisations and agencies where we are legally allowed to do so.

We will process such personal information to identify and keep under review the existence or absence of equality of opportunity or treatment between groups of people within the same categories to promote or maintain equality within Eildon.

CHILDREN'S INFORMATION

We do not usually process children's information as part of the housing applications process. However, we record children's basic information if they are to be resident in one of our properties, including their name and date of birth. This is required for checking the property is not overcrowded and to assess other tenancy management issues where all householders and ages are required to be known.

WHY WE NEED YOUR INFORMATION

As Registered Social Landlords we are guided by legislation in who we allocate houses to and need to assess housing need to do that effectively. The information you provide allows us to make that assessment. It also identifies your housing requirements and enables you to bid for appropriate housing. We will also on occasion ask for your opinion of the service.

We are under a legal obligation to process certain personal information relation to our applicants for the purposes of complying with our obligations under:

- Housing (Scotland) Acts 1987, 2001, 2006, 2010 and 2014
- Homelessness etc. (Scotland) Act 1987 and 2003
- Antisocial Behaviour etc. (Scotland) Act 2004
- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Children Scotland Act 1995
- Children and Young People (Scotland) Act 2014
- Civil Partnership Act 2004
- Immigration and Asylum Act 1999 and Immigration Act 2014
- Protection from Harassment Act 1997
- Management of Offenders etc. (Scotland) Act 2005

WHO WE SHARE YOUR PERSONAL INFORMATION WITH

Limited personal data may be shared with our contractors who are carrying out services on our behalf, for example research and surveys.

Our contractors are required to comply with the law and our own Data Processing Addendum's ensure data is managed appropriately and for specified purposes.

We may also be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations including:

- Health and Social Care Partnerships Homelessness services,
- Health services
- Care and support organisations

that we work with for the purposes of ensuring we have the necessary information to make an assessment of your Housing Application and ensure that you will be able to access a range of support to help you manage in your new tenancy.

We may also share personal information with our professional and legal advisors for the purposes of taking advice.

WHERE WE STORE YOUR DATA

We store your information in our allocation service provider 'Home Connections' system – this is basically a large database, an electronic web based information storage system. We also receive some information on paper based forms, these are scanned into the Home Connections System and stored with your individual registration. It's also possible, if you have contacted us by email, that information will be held in the email system.

HOW LONG WE WILL KEEP YOUR INFORMATION

We will keep your data for as long as you have an active application for housing. We will write to you annually to ensure that you are still looking for a property. If we cannot contact you or if you indicate that you do no longer want to be registered, we will withdraw your housing application and after a period of 95 days delete your information.

If you are successful in being allocated a home, your data will be transferred into our core housing system and will be kept in the Home Connections system for a period of 12 months during this period it will be used for reporting purposes, after which it will be deleted.

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 alternatively you can contact us and we will provide a hard copy.

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.

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@ico.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.

Useful documents:

- [Privacy Policy](#)
- [Allocations Policy](#)

How to Contact Us



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



www.eildon.org.uk



Customer Service: 03000 200 217
Main Switchboard: 01750 725900



www.facebook.com/EildonHousing



InfoRequests@Eildon.org.uk



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