

July 2021

# Privacy Notice

## Borders Care & Repair



### WHO WE ARE:

Borders Care and Repair (“we” or “us”) provides an adaptation service and handyman service across the Scottish Borders. The service is provided by Eildon Housing Association together with Scottish Borders Council (SBC). Our team is based in Selkirk.

This Privacy notice explains what information we collect, when we collect it and how we use it. 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 and adhere to the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR), 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](mailto:InfoRequests@Eildon.org.uk).

### HOW WE COLLECT INFORMATION FROM YOU AND WHAT INFORMATION WE COLLECT:

We collect information about you when you:

- Apply to become a member with us
- Become a member
- Request services, including care and support services
- Use our online services, whether to request membership, request a job, make a compliment or complaint, or otherwise
- Make payment to us
- Have telephone discussions with us
- Or otherwise provide us with your personal details

The information we may collect about you include:

- Name
- Date of Birth
- Gender
- Address
- Telephone Number
- Email Address
- Next of Kin information
- Marital Status
- Preferred Language
- Disability
- Medical
- Ethnic Origin
- Nationality
- Employer details
- Benefits information
- Household Composition
- National Insurance Number

## **WE RECEIVE THE FOLLOWING INFORMATION FROM THIRD PARTIES:**

- Complaints or other communications regarding behaviour or alleged breaches of the terms of your contract with us, including information obtained from Police Scotland;
- Health and personal care information with regard to your house and / or support needs – Occupational Therapists and other professional health care providers

## **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 to you in accordance with the terms of our contract with you
- Enable us to supply you with the services and information which you have requested
- Enable us to respond to your repair and alteration requests, and complaints made
- Analyse the information we collect so that we can administer, support, improve and develop our business and the services we offer – we do this through client surveys and questionnaires
- Ensure consistency with the proper performance of our operations and business
- Contact you for your views on our products and service
- Protect your interests, and the interests of others

## **SHARING OF YOUR INFORMATION**

The information you provide to us will be treated confidentially. We may disclose your information to other third 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 business entity, your information may be disclosed to our new business partners or owners
- In the event that an aspect of our service is transferred to another organisation your information may be disclosed to the new provider
- If we instruct repair or alteration works your information will be disclosed to any contractor
- 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
- In the interest of your safety we share information with emergency services and service providers
- If we are required to instruct Sheriff Officers directly your information will be disclosed as required
- If we are conducting a survey of our products and / or services, your information may be disclosed to third parties assisting in the compilation and analysis of the results
- Obtaining legal guidance relating to your membership
- If an Occupational Therapist assessment is required we may share information with Scottish Borders Council and NHS Borders

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**

Your information will only be stored within the UK.

We will not transfer your personal information out with the UK without making you aware.

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

Our Care and Repair team consists of Eildon and SBC employees, to read SBC's guidelines please see linked document: [https://www.scotborders.gov.uk/info/20060/access\\_to\\_information/853/information\\_about\\_you](https://www.scotborders.gov.uk/info/20060/access_to_information/853/information_about_you)

## HOW LONG WE KEEP YOUR INFORMATION

We review our data retention periods regularly and will only hold personal data for as long as is necessary for the relevant activity, as long 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@ico.org.uk](mailto: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 the personal information we process about you.