

June 2023

# Privacy Notice

## Customers



### **PURPOSE OF THIS NOTICE:**

This privacy notice will help you understand how we process your personal data provided to us, along with informing you of your rights and how Data Protection law protects you.

We are committed to protecting your rights with respect to the processing of your personal data in line with the Data Protection Act 2018, and the UK General Data Protection Regulation (UK GDPR), as well as any domestic laws subsequently enacted.

### **WHO WE ARE:**

The Eildon Group is based in the Scottish Borders and made up of parent company Eildon Housing Association Ltd (registered with the Information Commissioner under registration number Z7231896) and Eildon Enterprise Ltd (registered number ZA594452). We provide housing, care, and support services to people right across the Scottish Borders region.

We are the 'Data Controller' of any personal data that you provide to us. As controller of your personal data, we are responsible for looking after it, and processing it in a fair, lawful and transparent manner.

### **WHY YOU ARE RECEIVING THIS NOTICE:**

You are receiving this privacy notice as a customer of Eildon Housing Association or Eildon Enterprise Ltd. For the purpose of this document, a customer is someone who rents one of our homes or garages and receives services from us.

Any queries relating to this notice and our privacy practices should be sent to our Data Protection and Information Officer at [InfoRequests@Eildon.org.uk](mailto:InfoRequests@Eildon.org.uk).

### **INFORMATION WE MAY HOLD ABOUT YOU AND HOW WE USE IT:**

We hold information which enables us to undertake and perform obligations and duties to you in accordance with your tenancy agreement, our contract with you. For example:

- We hold the names, dates of birth, gender and relationship to you of those living in your household (including children) to determine your bedroom need during the application process and to meet the terms of your tenancy agreement.
- We hold contact details for you so we can communicate with you by your preferred means, and keep you informed of services which may be useful to you. We also hold records of contacts we have with you or about you.
- We record information about any, care or support needs (for example if you have a carer or

social worker; if you need adaptations in your home; if you need large print or translated text) to ensure we take account of your needs in our dealings with you and to improve communications with you.

- We record health conditions, disabilities or impairments relating to your accommodation or service requirements (e.g., if you have a medical need which means you need to move; or require a care and support plan as part of delivery of support services to you).
- We record information about your current Tenancy and any former tenancies as part of the application process. For example if have made or had Anti-Social Behaviour allegations made against you, references from previous landlords and unacceptable behaviour warnings. We hold contact details for anyone authorised to act on your behalf e.g., your Power of Attorney, Guardianship, or other legal representatives.
- We hold financial records about the amount of money you have paid us; benefit entitlements and payments, including your economic status, amount(s) outstanding and action taken to recover money you owe.
- We may record telephone calls for training and monitoring purposes to ensure we are delivering a good service.
- If you attend any of our events or attend any of our developments, your footage may be captured on CCTV or in photographs.
- If you are applying for one of one mid-market properties, you will be required to provide photograph identification.
- We record the findings of customer surveys and other research to help us improve our services. The information you provide will be anonymous unless you agree otherwise.
- We may hold information about you if you are engaging with any additional guidance or support services. For example, if you engage with our tenancy sustainment service we may hold information about your household income and expenditure.
- We process some information you provide us with for equality monitoring purposes, this may include your ethnic origin and your spoken language, if not English. Whilst this data may be requested by us and provided by you it does not form part of the criteria for accessing our services and is therefore optional.

Dependent upon your circumstances we may receive further information from third parties including:

- Information relating to benefits including the awarding of Housing Benefits / Universal Credit
- Information relating to payments made by you to us.
- Complaints or other communications regarding the behaviour or alleged breaches of the terms of your contract with us including information obtained from Police Scotland.
- Social Work or GP's may provide us with information to enable us to provide you with appropriate care and support services.

This list is not exhaustive. Generally, the information we hold will have been provided by you (on application forms or enquiry forms when we communicate with you) apart from third party information detailed above. With the exception of the data we collect for equality monitoring purposes we will only ask for personal information that is appropriate to enable us to deliver our services.

## WHEN WE COLLECT INFORMATION AND WHERE WE STORE IT:

We collect personal information about you when:

- You apply to become a tenant
- You sign up or end your tenancy
- You apply for a transfer to move house
- You contact us by phone, email, letter, form, or by the 'My Eildon' customer portal
- We contact you for housing services purposes (i.e. arrears, complaints, anti-social behaviour)
- We visit you
- You participate in customer surveys and consent to disclosure of your name
- You use additional services i.e. Tenancy Sustainment, Care and Support, or attend customer engagement groups etc.

The information that you provide to us will be held:

- on our content management or document filing systems
- temporarily in our mailbox if you email us
- temporarily on our call recording system if your call is recorded

## SHARING OF YOUR INFORMATION

We may disclose and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- If we instruct repair, maintenance or survey works your information may be disclosed to any contractor.
- Your information will be processed to allow you to make payments by direct debits or by using a payment or debit / credit card.
- If a rent refund is required, we may request your bank details in order to make payment to you – on these occasions we will always confirm bank details with you.
- If investigating a complaint or criminal activity, information may be disclosed to Police Scotland, Local Authority departments, Scottish Fire and Rescue Service and others involved in any complaint, whether we're investigating the complaint or otherwise.
- In the interest of your safety, we share information with the emergency services and service providers.
- If we are required to instruct Sheriff Officers directly your information will be disclosed as required.
- Your information may be disclosed to third parties, such as utility companies and local authorities.
- We may share your personal information with utility companies and partner organisations in pursuit of our legitimate interest to:
  - Maintain gas and electricity supply to your property.
  - Ensure you are billed correctly for energy used and do not fall into arrears; and
  - Provide energy efficient measures or advice in your home which will make your home as energy efficient as possible.
- Investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the Department of Work & Pensions.

- If we are conducting a survey of our products and / or service, your information may be disclosed to third parties assisting in the compilation and analysis of the results.
- Obtaining legal guidance relating to your tenancy, your information may be shared.
- If you are looking to move to another landlord, we may share reference information with your new landlord.
- If you are in arrears, we may share information with a third party who analyses rent payment history to determine if contact is required, to aid our staff in collection of rent arrears.
- If we have significant concerns about you or another household members welfare, we may share information with Social Work.
- We may share information with Scottish Borders Council, the Care Inspectorate or Health and Social Care professionals with regard to the provision of care and support services.
- We share information with our warden call alarm provider to enable them to contact your family, or medical professionals in the event of an out of hours emergency.
- We grant access to our external auditors, internal auditors, the Scottish Housing Regulator, OSCR or anybody carrying out an audit on our services or systems.
- If we enter a joint venture 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.

Unless required to do so by law, or to otherwise establish, exercise or defend our legal rights, we will not otherwise share, sell or distribute any of the information provided to us without your consent.

## **EQUALITIES MONITORING INFORMATION**

Our Equalities Policy aims to ensure that individuals are not discriminated against on the ground of gender, disability, race, colour, nationality, ethnic origin, religion, age, sexual orientation, or any other ground that cannot be justified. Statistical and anonymous reports are produced for monitoring purposes from the information you give us.

## **HOW WE PROTECT YOUR PERSONAL INFORMATION**

Eildon take the security of your data seriously. Your personal information is stored on paper and IT systems; which may be copied for testing, back up, archiving and disaster recovery purposes – as well as undergoing regular security testing.

The access to Eildon's network is restricted to those with authorised usernames, passwords and multi factor authentication. Access to your personal information is limited on a need-to-know basis by Eildon employees.

All data is held within the UK. If any of your personal information is transferred out with the UK by any of our contractors we will ensure that there are adequate safeguards in place to protect your personal information in accordance with the General Data Protection Regulation and applicable UK Data Protection Legislations.

## HOW LONG WE HOLD 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 the periods indicated in our retention schedule which can be found online at: [www.eildon.org.uk](http://www.eildon.org.uk) alternatively you can contact us, and we will provide a hardcopy.

After these time periods have passed the information will be destroyed if no longer required for the reasons it was obtained, or it is legally necessary. Paper files will be destroyed by a contracted shredding company and electronic files will be permanently deleted.

## 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 Protection and 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 information is important to us - please help us keep our records updated by informing us of any changes to your personal information including your email address and other contact details, you can also update your personal data through our 'My Eildon' portal.**



## EILDON HOUSING ASSOCIATION – HOW TO CONTACT US



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



Customer Service: 03000 200 217



enquiries@eildon.org.uk



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



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