



OPAL PRIVACY NOTICE

January 2026

PURPOSE OF THIS NOTICE:

The privacy and security of your personal information is extremely important to us. Your personal data includes all the information that Eildon holds that identifies you or is about you.

Our Privacy Notice explains how and why we use your personal information to make sure that you stay informed and can be confident about giving us your information.

We will never sell your personal information and will only share it with organisations we work with when it is appropriate.

We will keep this privacy notice updated, and we will tell you about any key changes that affect you.

WHO WE ARE:

Eildon Housing Association are based in the Scottish Borders and provide housing, care and support services across the region. We are registered with the Information Commissioners Office as a 'Data Controller' under registration number Z7231896.

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

OVERVIEW:

This notice is applicable to you if you are participating in the OPAL project as a customer without an Eildon Tenancy.

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.

WHAT INFORMATION WE HOLD ABOUT YOU:

We process personal information about you so that we can provide you with the experience that you would expect from OPAL. This information includes:

- Full name
- Date of birth
- Postal address
- Telephone number
- Email address
- Emergency contact name (their relationship to you, and their telephone number, email address and postal address).
- You also have the option to share with us certain health information, such as whether you have any mobility, sight loss or hearing loss issues.
- You further have the option to share whether you have any mental health conditions, including dementia/Alzheimer's, low mood, depression or anxiety.

HOW WE USE YOUR INFORMATION

Your personal data will be collected and used to help us deliver activities or services, or to complete a task at your request.

The following sets out why we process your personal data and our lawful basis for doing so. We may rely on more than one lawful basis for processing depending on the context of our processing activity.

Lawful Basis for Processing	Purpose / Activity
Legitimate Interest: Provide you with services and benefits in both our legitimate interests.	<ul style="list-style-type: none"> • To keep you, volunteers, staff and other attendees safe at groups; • To better design groups and activities that meet your needs; • To notify yourself or your emergency contacts of any issues.; • Monitor, analyse, deliver and improve our services to you; and • Meet our obligations we owe to funders and regulators
Consent	<ul style="list-style-type: none"> • Sometimes at group we take photographs. If we do this, we will always ask for your written consent first. Where we are processing your personal data based on your consent, you have the right to withdraw that consent at any time.

HOW WE COLLECT YOUR INFORMATION AND WHERE IS IT STORED

We collect information once, via a standard referral form which would normally be collected electronically via Microsoft Forms but can also be in a paper format, if required.

The information that you provide to us will be held:

- On our document filing systems - SharePoint
- If you fill in a paper form, this will only temporarily be held until it has been entered onto the electronic form. Once it is on the electronic form it will be disposed of securely.

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.

We store most of our data in the UK. However, some organisations which provide services to us may transfer data inside the European Economic Area, but we will only allow this if your data is adequately protected.

HOW LONG WE HOLD YOUR INFORMATION:

We will only use and store your information for as long as it is required for the purposes it was collected for. We will usually keep:

- Your personal information for two years since the last time you attended one of our sessions
- Non identifiable records relating to the OPAL project for 7 years following the end of the project, which is in line with the requirements of our funding from the National Lottery Community Fund

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.

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 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.

How to Contact Us



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



Customer Support: 03000 200 217



housing@eildon.org.uk



www.eildon.org.uk



EildonHousing



@eildonhousing



Co-operative & Community Benefit Societies Act 1757R(S). A Scottish Charity SC015026.
Registered with Scottish Housing Regulator HEP107.

