



iOpt Tenant App Privacy Policy

This privacy policy ("Policy") explains how Eildon Housing Association Ltd ("we," "us," "our") collects, uses, and protects the information you provide when using the mobile application, iOpt Tenant App ("App," "Service").

We reserve the right to update this Policy at any time. You will be notified of significant changes. To stay informed, we recommend reviewing this page periodically.

Contact Us

If you have any questions about this Privacy Policy, or about our data protection measures, please contact us at:

Eildon Housing Association Ltd

Email: Inforequests@eildon.org.uk

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

You can also contact us through our website at: www.eildon.org.uk

What User Data We Collect

When you use the App, we may collect the following types of data:

- Personal Information: Name, email address, address, images and descriptions of your home.
- Device Information: IP address, device type, operating system, unique device identifiers.
- App Usage Data: Features used, time spent on the app, interaction patterns.
- Other Data: Preferences, interests, or any information you voluntarily share.

Why We Collect Your Data

We collect your data for several reasons:

- Provide information about your home and the readings collected by our sensors.
- Improve app functionality and user experience.
- Provide customer support and respond to inquiries.
- Send notifications or updates.
- Analyse usage trends.
- Ensure security and prevent fraudulent activities.

How We Protect Your Data

Eildon is committed to safeguarding your data by implementing security measures such as encryption, secure servers, and access controls to prevent unauthorized access, disclosure, or modification.

Permissions and Device Access

The App may request access to certain features of your device, including:

- Camera & Photos: For uploading images.

You can enable or disable these permissions through your device settings.

Analytics Technologies

The App uses tracking technologies to capture information about usage to allow us to enhance user experience, analyze trends, and improve services.

Data Sharing

Your personal data will be shared only with our processor, iOpt Limited, who provide and support the App.

We will not share your information with any third-parties for the purposes of direct marketing.

Third-Party Services

We may integrate third-party services (such as analytics tools) to assist with the purposes listed above.

Your Data Protection Rights

Under data protection law, you may have rights depending on our reason for processing your information, including:

- Access, correct, or delete your personal data.
- Restrict certain data processing activities.
- Object to processing.

To exercise these rights, contact us at Inforequests@eildon.org.uk.

Data Retention

Eildon retains your personal data only as long as necessary for the purposes outlined in this Policy unless a longer retention period is required by law.

Information collected through the App may be retained after your tenancy terminates for up to three years.

Children's Privacy

The App is not intended for users under the age of 18. We do not knowingly collect personal information from children. If we discover such data, we will take steps to delete it.

Complaints

If you have queries or concerns about the App or any other part of our service, please contact us on the above methods.

If you remain dissatisfied, you can make a complaint to the UK supervisor authority, the [Information Commissioner's Office](#).