

Thenue Housing Association

Thenue Communities Board Member Fair Processing Notice

This notice explains what information we collect, when we collect it and how we use this. 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. The purpose of this notice is to make you aware of how we will handle your information.

Thenue Housing Association is a Scottish Charity (Scottish Charity Number SC032782), a registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S)) and having our Registered Office at 423 London Road, Glasgow, G40 1AG. We take the issue of security and data protection very seriously and strictly adhere to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5976217 and we are the data controller of any personal data that you provide to us. Our Data Protection Co-ordinator (DPC) is Lynne McKenzie-Juetten, any questions relating to this notice, and our privacy practices, should be raised with her.

Our Data Protection Officer is RGDP LLP who can be contacted at info@rgdp.co.uk.

What personal information we collect and why is it processed?

We collect the following information from you, both from information you have supplied through membership of the Association forms or any other instance where you have provided us with your personal information. We do not receive any additional information from third parties. We collect the following:

- (a) Name
- (b) Date of Birth
- (c) Address
- (d) Telephone Number
- (e) E-mail address
- (f) NI number
- (g) Personal characteristics such as gender and ethnic group
- (h) Qualifications
- (i) Details concerning health or any disability
- (j) Occupation
- (k) Bank account details

We collect and use the above information and personal data for:

- (a) Administration duties
- (b) Payment of any out of pocket expenses
- (c) Recruitment and selection
- (d) Appraisal, training and development
- (e) Membership of professional bodies
- (f) Health, safety and wellbeing
- (g) Equality monitoring
- (h) Regulatory reporting

Who do we share your information with?

We use third party contractors to assist us to provide our services. When we use a third-party (a data processor) to process personal data, we enter into a written data sharing agreement with the processor to ensure that they fulfil the obligations of the data protection law. We may disclose 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:

- To process any expense payments
- If we enter into a joint venture with or are sold to, or merged with, another business entity, your information may be disclosed to our new business partners or owners.
- If we complete a regulatory return in relation to the Board of Management;
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory body involved in any complaint, whether investigating the complaint or otherwise;
- Your information may be shared with internal and external auditors, or legal advisors.

How do we secure your personal data?

We take steps to make sure that personal information is kept secure and safe. All data is held in accordance with Thenue's Data Protection Policy, a copy of this is available on our website and from our office.

Your information will only be stored within the UK and EEA (European Economic Area).

We have in place procedures to deal with any suspected data security breach and will notify you and the Information Commissioner's Office of a personal data breach when legally required to do so.

How long will we keep your personal data?

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.

Your Rights

You have the right at any time to request:

- A copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
- Correction of any incomplete or inaccurate personal information that we hold and use about you.
- Deletion of your personal information where there is no good reason for us continuing to hold and use it. You also have the right to ask us to do this where you object to us holding and using your personal information (details below).
- Temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it.
- The transfer of your personal information to another organisation, where you have provided the information to us electronically.
- You can also object to us holding and using your personal information where our legal basis is a legitimate interest (either our legitimate interests or those of a third party), including the right to object to direct marketing.

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the DPC.

We will respond without delay and within one month of your request in writing.

You will not have to pay a fee to access your information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for information is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

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 Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Telephone: 0303 123 1113 Website: <https://ico.org.uk/make-a-complaint/>

10. 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 and contact details.

Changes to this Privacy Notice

Thenue Housing Association reserves the right to update this privacy notice at any time and will provide you with a new notice when making any substantial updates. We may also notify you in other ways from time to time about the processing of your personal data.