



Data Protection

**You're Right to Privacy
and Confidentiality**

Data Protection – You're Right to Privacy and Confidentiality

We collect and hold a range of “personal information” about our tenants, residents and other service users. We do this for a number of legitimate reasons as part of our everyday business and service delivery activities. There are strict laws however, regarding how we collect, store and use such information.

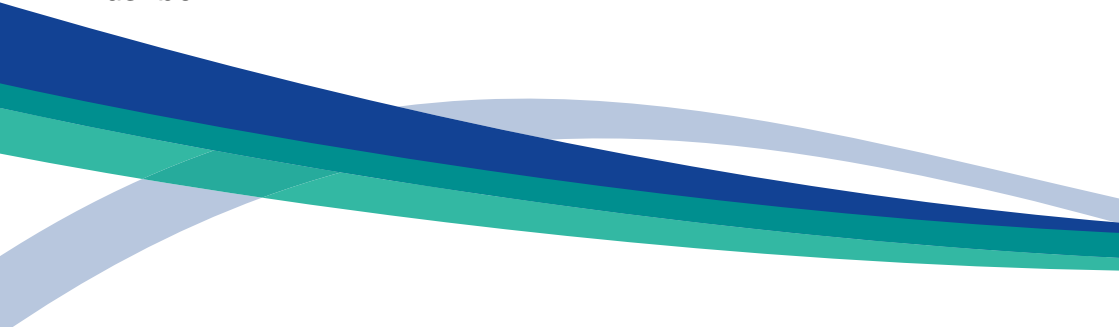
You may have heard of “The Data Protection Act.” If so, you'll perhaps know that this important law aims to protect your right to privacy and confidentiality. It does so by giving you certain rights in relation to how information about you is gathered, used, recorded and shared by companies and organisations.

This leaflet explains a bit more about Data Protection, how it affects you, and what we do to ensure we meet the legal requirements and demonstrate good practice.

What we must do

Under the terms of the Data Protection Act, we are a “Data Controller.” This means we must register with the national Information Commissioner and supply details of our reasons for holding personal information. Our registration details are publicly available at www.ico.gov.uk. We are required to keep these details up to date.

There are general principles that determine how we handle information. These state that through our regular activities, data must be:



- Fairly and lawfully collected and processed
- Only used for limited, clear and well explained purposes
- Adequate and relevant to our needs and not excessive in detail
- Accurate and up to date
- Not kept longer than necessary
- Processed in accordance with your rights
- Securely stored

Your rights


The Data Protection Act, gives you a specific right to:

- Access personal information that we hold about you
 - Prevent us from processing information about you, if this is likely to cause damage or distress
 - Prevent us from processing information about you for direct marketing purposes
 - Object to decisions made through computerised systems (where there is no human involvement)
- Claim compensation for damage or distress caused by a breach of the Act
- Have any inaccurate information about you changed, blocked, erased or destroyed

When we collect information from you

The law says we must tell you why we are collecting your personal information.

From time to time we may ask you to provide what is known as “sensitive personal information.” This is information about your racial background; your religious or political beliefs; your medical status; or any criminal convictions. We will only do this where absolutely necessary, and will make separate arrangements to get your explicit consent to do so.




Accessing information that we hold

You can ask to see any information that we hold about you. This is one of the main rights the Data Protection Act gives you. This includes details held in our files relating to you and your tenancy or occupancy. If you wish to see a copy of information that we hold about you, you should make your request in writing. We have attached a form at the end of this leaflet which you can use for this purpose.

It is important that you give your name and address and describe the specific information that you would like from us. We respond to all written requests within 40 days – normally to provide you with the information you asked for. You may be asked to pay a fee of up to £10 before we release the information.

Sharing information with others

Due to the nature of our work, we need to share information about our tenants and other customers with a variety of other organisations such as housing maintenance contractors. There are also some agencies that process personal information on our behalf. We are allowed to share information about you with other organisations provided we have a valid, legal reason for doing so. Normally we must have told you about our intention in advance. We have arrangements in place to ensure that these organisations will use your personal information in accordance with the law – and in particular that they'll keep it secure. You should note that we will not pass your information to companies that are involved in any form of marketing activity or to others who cannot demonstrate a reasonable and valid need to obtain your information.

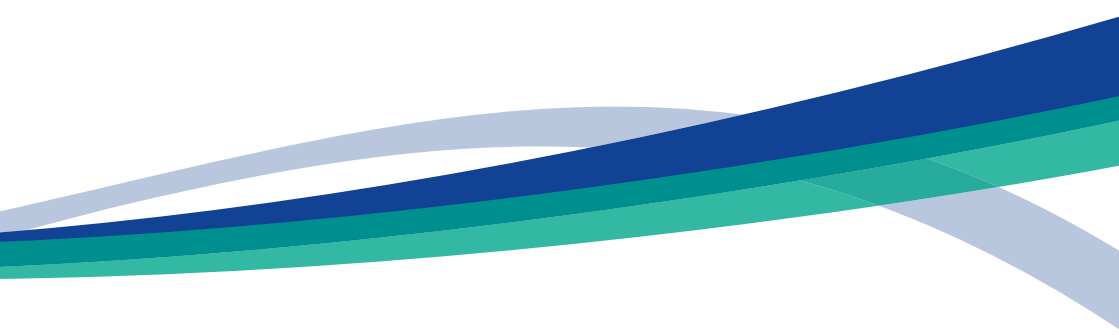


Can you see information about members of your family if they are a customer of Clydesdale Housing Association?

Generally speaking, you cannot see information about other people unless they have given their consent, or that we think it is reasonable for you to see the information. This includes information about members of your family who are a customer of the Association. However, in certain circumstances if you are a member of an elderly person's family, you may have been granted legal powers to see information about a family member. In these situations, we will check that the permissions are genuine before providing you with any information.

Keeping our records up to date

It is important that the information we hold about you is accurate and up to date. If any of your personal circumstances change, it might mean the information we hold about you is incorrect. Please let us know as soon as any of the details we hold about you change.



want to find out more?

Further information about the Association is available in various ways.



You can speak to a member of staff by telephoning 01555 665316



Alternatively, email: mail@clydesdale-housing.org.uk



You may prefer to visit our website: www.clydesdale-housing.org.uk



or come to see us in person at our area offices at 99 High Street, Lanark ML11 7LN



Find us on Facebook: www.facebook.com/ClydesdaleHousingAssociation/

Clydesdale Housing Association Limited is a not-for-profit housing association registered under the Co-operative and Community Benefits Societies Act 2014. It is also recognised by HM Revenue and Customs as a Scottish charity and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord. Registered no.: 2237R(S) Scottish charity: SCO34228 Social landlord no.: HAL 93

If you have difficulty in reading or understanding English and require help in translating or interpreting any information that Clydesdale Housing Association provides, or if you have other special requirements and need further help, please ask at reception or contact us on 01555 665316.



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