

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

HOUSING OPTION APPLICANTS – HOW WE USE YOUR PERSONAL INFORMATION

In making a housing application to us, you are providing us with personal information about yourself and the people who live with you. In this leaflet, we tell you what we do with that information, who we may share it with, and how you can get access to it.

What personal information do we get and what do we use it for?

When you apply to us for housing, you need to provide us with your name (and, in the case of a joint applicant, the name of the joint applicant), the names and dates of birth of everyone who would form part of your household should you be allocated one of our houses or flats, your telephone number(s) and email address, your gender, whether or not you or any member of your household is on the Sex Offenders Register, emergency contact details, your doctor's details, your National Insurance number, details of your previous landlords, details of your current housing circumstances and any housing needs, your employer's details, your income and expenditure details, whether or not you are a serving member or a former member of the armed forces either as a regular or reservist, and any declared interests e.g. if you are related to one of our employees or Committee Members. You may also have included the National Insurance numbers of others in your household who are aged 16 and over, information about your health, health professionals that you deal with, and health related welfare benefits that you receive.

We use this personal information to assess your housing need in relation to the allocation of our properties, and, in the event of you being allocated one of our properties, where appropriate, to put support in place to help you sustain your tenancy. We may also use your information to invite you to take part in surveys to get your thoughts on the application process.

When you apply to us for housing, you will have the option of filling out an 'Equal Opportunities' form. If you completed the EO form, we will have the information you gave us on file. If you completed every section of the form, then we will be holding information about your ethnicity, nationality, religious beliefs, and any disability that you or a member of your household may have.

As well as you providing us with personal information, through time, we may also get information about you from other sources. That could include social work, solicitors, the police, health professionals, elected members (local councillors, MSPs, MPs), etc.

It is important that the personal information that we hold about you is accurate and current. We will take steps to try to ensure that it is kept up to date, but we would ask you to keep us informed of any changes. All you need do is contact us at the Office to let us know of any changes.

Sensitive personal information

What is sensitive personal data?

Some of the data that you will provide us with is known as 'sensitive personal information'. 'Sensitive personal information' is information about your race, ethnic origin, political beliefs, your religious beliefs, trade union membership, genetics, biometrics (such as your fingerprint),

health issues, and your sexual orientation. We don't hold information about all of these, but we may hold information on most of them.

Why do we hold this information, and who do we share it with?

We use a lot of the sensitive personal information to compile anonymous statistical reports on 'equalities' issues. That helps us demonstrate that we aren't discriminating against anyone (or any group) and show that we provide the same service to everyone, no matter who they are!

We convert the data from some sensitive personal information 'fields' into statistics which we then use to help us get an idea of changes to the applicant profile; that enables us to plan to meet those changes.

Health is the sensitive personal information 'topic' that we use most; we hold information on health to evidence the awarding of housing application points. We get support letters from health professionals, and get confirmation of the health related benefits the applicant is in receipt of.

When you provide us with your personal information and sensitive personal information, and the personal information and sensitive personal information of other members of your household, you:-

- consent to it being used as described in this paper, and
- confirm that you have informed the other members of your household (of the age of 12 and above) that you have disclosed this information, and that they have provided their consent for their personal information and sensitive personal information being used by us as described in this paper.

Who do we share your information with?

In completing your application form, you will have to sign the 'Consent to Share Mandate'; by signing this you give us permission to share your personal information with the parties that we need to in order to assess your housing application. That could include your current and/or previous landlords, departments (like Social Work etc.) within Glasgow City Council, health practitioners, support providers (like Turning Point, SAMH, Fair Deal, etc.), and parties (or an individual) acting on your behalf, like your MP, local councillor etc.

During the course of processing your application, we may also share your personal information with our solicitor should we need legal advice on any matter relating to your application.

The Scottish Housing Regulator and our auditors (both our internal and external auditors) may access your personal information during the course of their work with the Association.

We will also share your personal information with the police, if there is suspected criminality.

We don't share your information with the firms that maintain our computer systems, but they may come across your personal information when they are in doing work to our computer systems. These firms aren't allowed to use your data for their own purposes.

How long do we keep your information for?

We don't keep information on file for longer than is necessary. How long we retain personal information for is set out in our Data Retention Policy. If you are interested in finding out more, you can get a copy of our Data Retention Policy from our Office.

What rights do you have in relation to the personal information that we hold and us?

Under certain circumstances, the law gives you the right 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 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.
- 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.

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).

You and the other members of your household (of 12 years old and above) have the right to withdraw your consent to us holding and using your, and/or their personal information and sensitive personal information by contacting us. Once you/they have withdrawn your/their consent, we will no longer use your/their personal information and sensitive personal information for the purpose(s) set out earlier in this statement unless we have another legal basis for doing so.

Data Protection Officer (DPO)

Please contact our Data Protection Officer if you wish to make a request in relation to any of the information that we hold on you.

When you make a request, we may ask you for specific information to help us confirm your identity for security reasons. You will not need to pay a fee, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

Complaints

You have the right to make a complaint to the Information Commissioners Office (the UK regulator for data protection) about how we hold and use your personal information. You can contact the Information Commissioners Office via their website, at <https://ico.org.uk/>, or by calling their helpline – 0303 123 1113.