

NORTH VIEW Housing Association

COMPLAINTS – HOW WE USE YOUR PERSONAL INFORMATION

This notice tells you what information North View Housing Association (NVHA) collects and uses when handling your complaint.

If you would like to receive this notice in alternative format, for example, CD/data-to-voice, large print, braille, or in any other community language please contact us.

The Data (Use and Access Act) Act 2025 (“DUA”) and associated legislation/regulation will make changes to data protection law meaning that the functions of the Information Commissioner will be transferred to the Information Commission. At the time of preparing this Notice these changes are yet to come into force. Until such time as these changes come into force references in this Notice to the “Information Commission” (and any associated expressions) should be treated as a reference to the Information Commissioner.

The categories of personal information that we collect, process, retain, and share are:

- your name, address, telephone number and email address; and
- specific details regarding your complaint and how you want us to resolve your complaint (if you inform us of this).

We collect this personal information to:

- enable us to investigate your complaint in accordance with our Complaints Handling Procedure and the Scottish Public Services Ombudsman Act 2002;
- communicate with you in relation to your complaint;
- provide a response and agreed appropriate actions; and
- learn from your complaint in order to improve service delivery.

The lawful basis for collecting and using this information is that the complaints arise from the statutory functions imposed on NVHA by legislation.

We keep the personal information that we hold and use about you for no longer than we need to meet any legal, accounting, reporting or regulatory requirements.

We may share details of your complaint with:

- a member(s) of staff, if your complaint is about them;
- an independent complaint investigator (if your complaint is about The Director for example);
- our Management Committee;
- the SPSO, if you apply to the SPSO in relation to your complaint; and
- our advisers, auditors, consultants, solicitors and IT service providers.

We may need to transfer or store your personal information at locations outside the UK for the above purposes. We will comply with data protection law in relation to such transfer or storage by putting in place appropriate arrangements to protect your personal information.

Our Data Protection Officer is Julie Roy. If you have any comments or queries regarding the processing of your data, or you would like more information about the rights that you have in relation to your personal information then please contact her by telephone on 0141 634 0555, by email at Julie@nvha.org.uk or in person at our office.

You have the right to make a complaint to the Information Commission about how we hold and use your personal information. You can contact the Information Commission via their email which is Scotland@ico.org.uk or by calling their helpline on 0303 123 1113. Their address is:-

The Information Commission Scotland
6th Floor
Quartermile One
15 Lauriston Place
Edinburgh
EH3

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