

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 document, we tell you what we do with that information, who we may share it with, and how you can get access to it.

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.

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 equalities monitoring form. If you completed this, 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 you based on the protected characteristics.

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 information?

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 and human rights 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.

What is our legal basis for holding and using your personal information?

Data protection laws require us to have a legal reason for holding and using your personal information. Our legal reasons for holding and using your personal information include:

- complying with the laws that apply to us as a registered social landlord in Scotland;
- taking steps to enter into a tenancy agreement with you, if your housing application is successful; and
- protecting our legitimate interests – in the highly unlikely event that we do not have another legal reason, we may have a legitimate interest in handling and using your personal information. In those circumstances, we will always consider your legitimate interests in the protection of your personal information, and will balance those against our own legitimate interests in handling and using your personal information for the purposes described in this notice.

In very limited circumstances, we may rely on your consent as the legal reason. By providing us with your personal information and sensitive personal information (including your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions) and the personal information and sensitive personal information of other individuals (including other members of your household), you:

- consent to it being used by us as described in this notice; and
- confirm that you have informed the other individuals if they are of 12 years old and above of the content of this notice and they have provided their consent to their personal information and sensitive personal information being used by us as described in this notice.

You and the individuals have the right to withdraw your consent to us holding and using your and 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 in this notice, which you originally agreed to, unless we have another legal reason for doing so.

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.

Where is your personal information transferred to?

Some of the organisations we share your personal information with may be based or may make use of data storage facilities that are located outside the United Kingdom. Their handling and use of your personal information will involve us and / or them transferring it outside the United Kingdom. When we and / or they do this, we will ensure similar protection is afforded to it by:

- only transferring it or permitting its transfer to countries that have been deemed to provide an adequate level of protection for personal information under data protection laws; or
- using specific contracts with such organisations, which are approved for use in the United Kingdom, and which give your personal information the same protection it has in the United Kingdom after it is transferred.

Please contact our Data Protection Officer for further information on the specific mechanism used by us when transferring your personal information outside the United Kingdom.

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 Data Protection Officer whose contact details are below.

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 can also submit a complaint to us if you believe your personal data has been handled in a way that does not comply with data protection law.

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 notice 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. Our Data Protection Officer is Julie Roy and she can be contacted by telephone on 0141 634 0555, by email at Julie@nvha.org.uk, or in person at our office.

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 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

North View Housing Association Ltd
29A Stravanan Road, Castlemilk, GLASGOW, G45 9LY
Tel no:- 0141 634 0555
Email:- enquiries@nvha.org.uk