

NORTH VIEW Housing Association

FOI/EIR FAIR PROCESSING NOTICE

This notice tells you what information North View Housing Association (NVHA) collects and uses when handling your requests for information under the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EISRs).

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 Commissioner” (and any associated expressions) should be treated as a reference to the Information Commission.

The categories of this information that we collect, process, retain, and may share are your:

- name, address, telephone number and email address);
- request for information; and
- bank account details (where we charge a fee for providing you with requested information).

We collect this personal information to:

- process and respond to your request;
- provide you with advice and assistance in relation to your request or clarify any matters arising from your request;
- process payment of the fee (if applicable);
- monitor our compliance with FOISA and the EISRs; and
- protect and defend our legal rights if you apply to the Scottish Information Commissioner in relation to your request.

We need to hold and use your personal information to comply with our legal duties and obligations under FOISA and / or the EISRs.

We will only keep your personal information for as long as we need to for the above purposes, including to meet any legal, reporting or regulatory requirements.

We may share your personal information with the following organisations for the above purposes:

- Scottish Information Commissioner, if you apply to the Commissioner in relation to your request;
- Scottish Housing Regulator, if we are required to report a notifiable event to the Regulator regarding the processing of your request; 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 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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