

Privacy Notice

This notice explains what information we collect, when we collect it and how we use it when you visit our website. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Who we are

Manor Estates Housing Association Ltd is a Scottish Charity (Scottish Charity Number SCO23106), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2484R(S) and has their Registered Office at: Suite 4, 5 New Mart Place, Edinburgh EH14 1RW.

We take the issue of security and data protection very seriously and strictly adhere to data protection laws, including the Data Protection Act 2018 (DPA2018) and the UK General Data Protection Regulation (UK GDPR).

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z6870536 and we are the data controller of any personal data that you provide to us.

Since 11 November 2019, Manor Estates Housing Association is considered a Public Authority under the Freedom of Information (Scotland) Act 2002 and is, therefore, required to appoint a Data Protection Officer (DPO).

We have engaged RGDP LLP (www.rgdp.co.uk) to act as our Data Protection Officer.

To contact them, please email info@rgdp.co.uk
Please also copy us in at: foirequest@manorestates.org.uk

This website privacy notice explains how we collect and use personal information about you. Separate versions of Privacy Notices are issued to our Tenants, Customers, Staff and Committee Members.

When you visit our website, we may collect personal information about you if you:

- report a repair to us;
- pay your rent;
- apply for a house;
- make a complaint to us;
- complete and submit a “contact us” form to us; and
- login information

We may use this personal information to:

- provide you with the services that you have requested from us;
- communicate with you, including in response to any of your enquiries;
- improve our services and respond to changing needs;
- process your rent payments;
- carry out repairs to your property;
- handle and resolve complaints made by, or, against you;
- keep the personal information that we hold about you accurate and up-to-date (if you provide any new personal information to us via the website); and
- signpost you to organisations that can offer benefits and debt advice and support.

Who do we share your personal information with?

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

- our contractors and suppliers, including to undertake repairs, works and maintenance;
- organisations providing benefits advice and support; and
- Police Scotland and the local authority in relation to complaints involving anti-social or other criminal behaviour.

The Lawful Basis for Processing Your Personal Data

Under the UK General Data Protection Regulation, the lawful bases which we rely on for processing this information are:

- We have your consent
- We have a contractual obligation, including pre-contractual negotiations
- We have a legal obligation
- We have a vital interest
- We have a legitimate interest
- We are performing a public task

Transfers outside the UK and the European Economic Area

Your information will only be stored within the UK and EEA.

Were information to be transferred outside the UK or EEA we will ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

How long do we keep your personal information?

We will only keep your personal information for as long as we need to for the purposes described above, including to meet any legal, accounting, reporting or regulatory requirements. More information is contained within our data retention policy and schedule which is available via our website (within Document Library)

How do we keep your personal information secure?

The security of your personal information is of paramount importance to us and we use appropriate technical and organisational measures to safeguard your personal information.

However, while we will use reasonable efforts to safeguard your personal information, the use of the Internet is not entirely secure and, for this reason, we cannot guarantee the security of any personal information that is transferred by or to you via the Internet. If you have any concerns about the security of your personal information, please contact our Data Protection Officer (DPO) for more information.

Your rights

Under data protection law, you have certain data subjects' rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you would like to exercise any of your rights above please contact us at **info@manorestates.org.uk**

Complaints

We seek to directly resolve any complaints about how we handle personal information and would request you contact us in the first instance.

Claire Ironside, Chief Executive, Manor Estates Housing Association

Email: cironside@manorestates.org.uk

Tel: 0800 093 8823

You can also complain to the ICO if you are unhappy with how we have used your data. Their details are as follows:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

We keep this privacy notice under regular review and will place any updates on this website.

This privacy notice was last updated: **May 2022.**