

You may have heard of “The Data Protection Act”. If so, you’ll perhaps know that this important law aims to protect your right to privacy and confidentiality. It does so by giving you certain rights in relation to how information about is gathered, used, recorded and shared by companies and organisations including the Association and West Dunbartonshire Council. At the same time, it places certain requirements on organisations, such as the Association, that collects and processes information about you.

This leaflet explains a bit more about the Act, how it affects you, and what we do to ensure we meet the legal requirements and demonstrate good practice.

WHAT WE MUST DO

For a number of reasons, the Association collects and holds a range of personal information about its residents and other customers. As a result, under the terms of the Act, it is said to be a Data Controller. An Information Commissioner holds a publicly accessible register of all Data Controllers, and descriptions of their reasons for holding personal information. The Association’s details appear on this register. We are required to keep these details up to date.

There are general principles that determine how we handle information. These state that through our regular activities, data must be:

- fairly and lawfully collected and processed
- only used for limited, clear and well explained purposes
- adequate and relevant to our needs and not excessive in detail
- accurate and up to date
- not kept longer than necessary
- processed in accordance with your rights
- securely stored

YOUR RIGHTS

In line with the Act, you have a specific right to:

- access personal information that we hold about you
- prevent us from processing information about you, if this is likely to cause damage or distress
- prevent us from processing information about you for direct marketing purposes
- object to decisions made through computerised systems (where there is no human involvement)
- have any inaccurate information about you changed, blocked, erased or destroyed

WHEN WE COLLECT INFORMATION FROM YOU

The Act says that we must tell you why we are collecting your personal information. For this reason we have produced a Data Protection statement. This sets out the main ways we will use your personal information. You will be asked to sign forms, etc to confirm that you are happy for your personal information to be collected and processed for the purposes given.

We will not routinely collect what is known as “sensitive personal information”. This is information about your racial or ethnic origin; your religious or political beliefs; your medical status; or any criminal convictions. If we find it absolutely necessary to record this type of information about you, we will make separate arrangements to get your explicit consent to do so.

ACCESSING INFORMATION THAT WE HOLD ABOUT YOU

You can asked to see any information that the Association holds about you. This is one of the main rights the Data Protection Act gives you.

This includes details held in our files relating to you and your tenancy or occupancy.

If you wish to see a copy of information that we hold about you, you should make your request in writing. It is important that you give your name and address and describe the specific information that you would like from us. If you prefer you can use the standard information request form on the back of this leaflet.

We respond to all written requests within 40 days – normally to provide you with information you asked for.

SHARING INFORMATION WITH OTHERS

Due to the nature of our business, we share information about our tenants with a variety of other organisations. There are also some agencies that process personal information on our behalf. This includes West Dunbartonshire Council in relation to Housing Benefit, etc

We are allowed to share information about you with other organisations provided we have a valid, legal reason for doing so. Normally we must have told you about our intention in advance.

KEEPING OUR RECORDS UP TO DATE

It is important that the information we hold about you is accurate and up to date. If any of your personal circumstances change, it might mean the information we hold about you is incorrect. Let us know as soon as any of the detail we hold about you change.

FURTHER INFORMATION

If you would like to ask us about anything in this leaflet or about any service we provide – do not hesitate to contact us.

Also, the Information Commissioner is an independent body with responsibility for ensuring the provisions of the Data Protection Act are enforced. The Information Commissioner can be contacted at:

Information Commissioner's Office – Scotland
28 Thistle Street
Edinburgh
EH2 1EN
Tel – 0131 225 6341
Email – Scotland@ico.gsi.gov.uk
Website – www.informationcommissioner.gov.uk



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Tel: 01389 721216

Fax: 01389 755990

Email: info@cordalehousing.org.uk

Website: www.cordalehousing.org.uk

Office Opening Hours

Monday	9.00am to 12.30pm	1.30pm to 5.00pm
Tuesday	9.00am to 12.30pm	1.30pm to 5.00pm
Wednesday	Closed	1.30pm to 5.00pm
Thursday	9.00am to 12.30pm	1.30pm to 5.00pm
Friday	9.00am to 12.30pm	1.30pm to 5.00pm

Cordale Housing Association is a recognised Scottish Charity (SC032859) and is registered under the Industrial & provident Societies Act No. 2411 R(S) and with The Scottish Housing Regulator No. HCB 259

This leaflet can be made available in other languages, on tape, large print or Braille on request



DATA PROTECTION