



**GDPR Fair Processing Notice for Tenants
(How we use your personal information)**

This notice explains what information we collect, when we collect it and how we use this. 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 are we?

Viewpoint is a Scottish Charity (Scottish Charity Number SC005619), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 1228 RS and having its Registered Office at 4 South Oswald Road, Edinburgh EH9 2HG. We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 2018 (the 2018 Act) and the General Data Protection Regulation (EU) 2016/679 (GDPR), together with any domestic laws subsequently enacted.

We are registered as a Data Controller with the Office of the Information Commissioner under registration number Z6355994 and we are the data controller of any personal data that you provide to us.

Viewpoint's Data Protection Officer (DPO) is our Information Governance Business Analyst, contact email DPO@viewpoint.org.uk. Any questions relating to this notice and our privacy practices should be sent to the DPO.

How we collect information from you and what information we collect

We collect information about you to enable us to perform our contractual obligations. You, in turn, are under a contractual obligation to provide the data requested from you to enable performance of the contract (i.e. the tenancy agreement you are party to). We will collect information:

- When you apply for housing or care with us, become a tenant or resident, request services/ repairs, enter in to a factoring agreement with ourselves howsoever arising or otherwise provide us with your personal details;
- When you apply to become a member;
- From your use of our online services, whether applying for a job vacancy, to report any tenancy/ factor related issues, make a complaint, make a request for information or otherwise;
- From your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information); and
- When you contact reception at Head Office, or our Housing and Assets Management team, as these calls will be recorded for quality control, training, and to protect staff and service users.

We collect the following information about you:

- Name;
- Address;
- Telephone number;
- E-mail address;
- National Insurance Number;
- Personal characteristics such as gender, ethnic group, disabilities;
- Next of Kin;
- Date of birth;
- Power of attorney/ Guardianship;
- Medical and disability info (i.e. hospital letters, surgery details)
- Health, wellbeing & support details;
- Housing Benefit reference number;

- CCTV images; and
- Call recordings.

We receive the following information from third parties:

- Benefits information, including awards of Housing Benefit/ Universal Credit and contributions to Care Home fees;
- Information from the NHS or Social Work;
- Payments made by you to us (including AllPay details);
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland;
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour; and
- Information from other agencies working with you, to whom you have given consent.

Why we need this information about you and how it will be used

We need your information and will use your information to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you. This includes

- To enable us to supply you with the services and information which you have requested;
- To enable us to respond to your repair request, housing application and complaints made;
- To analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- To contact you in order to send you details of any changes to our services or supplies which might affect you;
- For all other purposes consistent with the proper performance of our operations and business;
- To contact you for your views on our products and services;

- To support effective training and delivery of high standards of customer service;
- To deal efficiently and effectively with internal and external complaints;
- To maintain the security of property and premises; and
- For the detection, investigation and prevention of anti-social behaviour and crime.

Sharing of Your Information

The information you provide to us will be treated by us as confidential, and will be processed only by our employees within the UK/EEA. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merge with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair or maintenance works, your information may be disclosed to any contractor;
- If we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority departments, Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise;
- If we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and the Local Authority);
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, the Local Authority and the Department for Work & Pensions;
- If we are obliged to provide personal information for the purposes of regulation e.g. the Care Inspectorate;
- In the event of an emergency, your details may be shared with an emergency service, such as NHS, care and support services;
- We may share information with our solicitors and auditors;
- Your details may be shared with the National TV Licensing Authority;

- If we are conducting a survey of our products and/ or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results; and
- Other agencies working with you to whom you have given consent.

Unless we have a lawful basis for disclosure, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

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

Cloud storage for any data on Microsoft Office 365 is located within the UK. All cloud storage data for Disaster Recovery purposes is also stored within the UK.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe, and in accordance with Viewpoint's Privacy Policy. Details of security measures that are in place can be found in our Privacy Policy. This can be viewed on our website at <https://www.viewpoint.org.uk/>

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

We will generally keep your information for the following minimum periods:

ITEM	RETAIN FOR
Governance	
Complaints records	5 years (from final reply)
Records in relation to FOI requests and Data Protection requests	3 years from last action
Insurance	
Claims correspondence	3 years after settlement
Finance, Accounting & Tax	
Financial records – including purchase & sales ledgers, cash, VAT, journals	6 years after year end
Cheque books, pay-in books	6 years after last date
Bank statements	6 years after year end
Health & Safety	
Incident reports (including accidents)	10 years from incident date
Tenancy records	
Current tenant files – application form, tenancy agreement, housing benefit notifications	Duration of tenancy
Tenant call recordings captured in accordance with our Call Recording Procedure	3 months by default, or longer as necessary
Former tenant files – excl. non-essential details	3 years
Cancelled applications	3 months from cancellation
Rent payment records	6 years after year end

after which this will be destroyed if it is no longer required for the reasons it was obtained.

Our full Data Retention Policy schedule is available in our Data Retention Policy which is available on our website, or at our Head Office.

Your Rights

The GDPR provides data subjects with the following data subject rights:

- The right to be informed – this privacy notice assists with fulfilling these obligations;
- The right of access;
- The right to rectification;
- The right to erasure;
- The right to restrict processing;
- The right to data portability; and
- The right to object.

You should note that your rights under the GDPR and 2018 Act are not absolute and are subject to qualification.

If you would like to exercise any of your rights above please contact us at DPO@viewpoint.org.uk

If you have any complaints about the way your data is processed or handled by us, please contact DPO@viewpoint.org.uk. If you remain dissatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0303 123 1115

Email: Scotland@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.