

# KNOWES HOUSING ASSOCIATION

## WEBSITE USERS' PRIVACY NOTICE

How we use your personal information

### Preamble

This notice explains what personal information we process, when we collect it and how we use it. 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.

### Introduction

The purpose of this privacy notice is to explain to you the reasons why we may hold and use your personal data and explain your rights under the current data protection laws. This privacy notice explains how we collect and use personal information about users of our website.

Separate versions of Privacy Notices are issued to our tenants, employees, committee members, suppliers, contractors, and other business contacts.

Your personal information will be processed by:

**Knowes Housing Association of: 10 Field Road, Faifley, Clydebank, G81 5BX**

We are registered as a data controller with the Information Commissioner's Office ('ICO') and our registered number is Z5301532.

### When you visit our website, we collect the following information:

- Name;
- Contact Details, including phone numbers, addresses and email addresses;
- Username and password;
- IP address; and
- Payment details.

### We collect this information when you:

- visit our website
- report a repair to us;
- pay your rent;
- make a complaint to us;
- complete and submit a "contact us" form to us; and
- login.

### If you apply for housing via the website, we collect the following information:

- Name;
- Contact Details, including phone numbers, addresses and email addresses;
- Date of Birth;
- Gender;
- Details of any dependents;

- National Insurance Number
- Protected characteristics data, as defined by the Equality Act 2010;
- Health and medical details;
- Employment details;
- Previous addresses;
- Passport number;
- Criminal convictions; and
- Whether you have served in the Armed Forces.

Please note that our website uses Cookies. You can change your Cookies setting using the 'Cookies Setting' tool and review our cookies usage within our Cookie Notice.

### **Depending on your relationship with us, 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);
- signpost you to organisations that can offer benefits and debt advice and support; and
- potentially enter into a contract with you and for the administration of that contract.

### **If you do not wish to provide your personal data**

If you have a contract/potential contract with us, you have obligations under your contract / potential contract to provide us with the necessary data. If you do not provide this information, this may prevent the Association's ability to enter into or maintain a contract with you.

### **Who do we share your personal information with?**

We may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors, agents, suppliers or subcontractors, selected third parties, government agencies and regulators and healthcare providers so far as reasonably necessary, and in accordance with data protection legislation.

We may also disclose your personal data:

- with your consent
- to the extent that we are required to do so by law
- to protect the rights, property and safety of us, our customers, users of our website and other persons
- in connection with any ongoing or prospective proceedings
- if we are investigating a complaint, information may be disclosed to solicitors, independent investigators, including auditors, the Scottish Housing Regulator and other regulatory bodies, whether investigating the complaint or otherwise;
- to the purchaser (or prospective purchaser) of any business or asset that we are, or are contemplating selling;

- to another organisation if we enter into a joint venture or merge with another organisation
- If we are conducting a survey of our products and/ or service, information may be disclosed to third parties assisting in the compilation and analysis of the survey results.
- to organisations providing benefits advice and support; and
- to Police Scotland, local authority departments, Scottish Fire & Rescue Services and others, in relation to complaints involving anti-social or other criminal behaviour.

## What are the legal bases for us processing your personal data?

We will only process your personal data on one or more of the following legal bases:

- When we are entering into a **contract** with you, or performing our obligations under it, such as when you have a tenancy or factoring agreement with us.
- Where we **perform a task in the public interest**, such as the provision of housing services for the prevention and alleviation of homelessness, and the management of housing accommodation where we have granted a Scottish secure tenancy;
- Where necessary so that we can **comply with a legal or regulatory obligation** to which we are subject;
- Where it is necessary your **vital interests**, for example in the case of medical emergency suffered by an individual on our premises, or a safeguarding issue which requires us to share your information with the emergency services; and
- Where we have obtained your **consent** to do so.

## Processing special category personal data

Special categories of personal data means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you.

The special categories of personal information referred to above require higher levels of protection. We need to meet additional legal requirements for collecting, storing, and using this type of personal information.

Our legal basis for processing your special category data is:

- (a) Explicit consent;
- (b) Employment, social security and social protection (if authorised by law);
- (c) Vital interests;
- (d) Not-for-profit bodies;
- (e) Made public by the data subject;
- (f) Legal claims or judicial acts;
- (g) Reasons of substantial public interest (with a basis in law);
- (h) Health or social care (with a basis in law);
- (i) Public health (with a basis in law); and
- (j) Archiving, research, and statistics (with a basis in law).

## Where do we keep your data?

Your information will only be stored within the United Kingdom except where international transfers are authorised by law.

### **How long do we keep your personal 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 and in accordance with our Data Retention Policy and Schedule.

### **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**

You have the right at any time to exercise your data subjects' rights in relation to the following:

- the right to be informed;;
- the right to access
- the right to rectification;
- the right to object to processing;
- rights in relation to automated decision making and profiling;
- the right to be forgotten;
- the right to data portability; and
- the rights to restrict processing.

When you make a request, we are required to verify your identity and may ask you for specific information to fulfil this purpose. Normally, you will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

If you wish to exercise your right to access your information, or any other right, please contact our Data Protection Officer ('DPO') for more information.

It is important that the personal information that we collect, hold and use about you is accurate and current. Please keep us informed of any changes by contacting our assigned DPO.

### **Queries and Complaints**

We seek to directly resolve any queries or complaints about how we handle information and would request that they be directed, in the first instance, to [info@knowes.org](mailto:info@knowes.org) or by telephoning 01389 877 752.

Our Data Protection Officer is provided by RGDP LLP and can be contacted either via 0131 222 3239 or [info@rgdp.co.uk](mailto:info@rgdp.co.uk)

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:

Telephone: 0303 123 1113

Online: [Make a complaint | ICO](#)

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

This Privacy Notice was last updated on 3 June 2024.