

TRANSPARENCY STATEMENT (ACCESS TO INFORMATION REQUESTS)

We, Rutherglen & Cambuslang Housing Association, are the controller of the personal information that we hold about you. This means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information. This includes providing you with the details contained within this statement of how we hold and use your personal information, who we may share it with and your rights in relation to your personal information.

We have appointed a Data Protection Officer (DPO) who ensures we comply with data protection laws. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO by: e-mail at daradjeet@infolawsolutions.co.uk; telephone on 07852 905 779; or writing to: Data Protection Officer, Rutherglen & Cambuslang Housing Association, Aspire Business Centre, 16 Farmeloan Road, Rutherglen, South Lanarkshire, G73 1DL.

1. What personal information do we hold and use about you?

When you make a request for information to us, we hold and use the personal information that you provide to us as part of the request for information and / or other personal information that we may obtain about you from any other correspondence with you about your request. This may include your:

- name;
- contact information, including address, e-mail address and telephone number;
- request for information; and
- bank account details (where we charge a fee for providing you with the information that you have requested).

If you specify that you would like the information to be disclosed to you in a particular format, for example, large print, Braille or audio tape or if you provide any other personal information to help us process and respond to your request for information, then we will also hold and use this personal information about you.

If you do not provide us with the above personal information, we may not be able to process your request for information and it may be refused.

2. Why do we hold and use this personal information about you?

We use such personal information to:

- comply with our legal duties and obligations to process your request for information and request for review in accordance with the Freedom of Information (Scotland) Act 2002 (FOISA) and / or the Environmental Information (Scotland) Regulations 2004 (EISRs);
- contact you to clarify your request for information or request for review;
- provide you with advice and assistance in relation to your request for information or request for review;

- process payment of the fee for providing you with the information that you have requested;
- comply with our legal duties and obligations under equalities law when processing your request for information;
- 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 for information.

3. What is our legal basis for holding and using your personal information?

Data protection laws require us to have a legal reason for holding and using your personal information. Our legal reasons for holding and using your personal information include that the holding and use is necessary for complying with our legal duties and obligations under FOISA and / or the EISRs.

If you provide any special category personal information about you as part of your request for information, our legal reason for holding and using such personal information is that it is necessary for reasons of substantial public interest for the exercise of a function conferred on us by FOISA and / or the EISRs.

4. Who do we share your personal information with?

We may share your personal information with the following organisations for the purposes described in section 2 of this statement:

- Scottish Information Commissioner, if you apply to the Commissioner in relation to your request for information;
- Scottish Housing Regulator, if we are required to report a notifiable event to the Regulator regarding the processing of your request for information; and
- our advisers, auditors, consultants, solicitors and IT service providers.

5. Will my personal information be sent outside the UK?

Some of the organisations who we share your personal information with (listed in section 4 of this statement) may be based or may make use of data storage facilities that are located outside the UK. Their handling and use of your personal information will involve us and / or them transferring it outside the UK. When we and / or they do this, we will ensure similar protection is afforded to it by:

- only transferring it or permitting its transfer to countries that have been deemed to provide an adequate level of protection for personal information as a matter of data protection law; or
- using specific contracts with such organisations, which are approved for use in the UK, and which give your personal information the same protection it has in the UK.

Please contact our DPO for further information on the specific mechanism used by us when transferring your personal information outside the UK.

6. 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 in section 2 of this statement, including to meet any legal, reporting or regulatory requirements. More information is contained in our data retention policy, which is available by contacting the DPO.

7. What rights do you have in relation to your personal information that we hold and use?

Under certain circumstances, the law gives you the right to request:

- A copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
- Correction of any incomplete or inaccurate personal information that we hold about you.
- Deletion of your personal information where there is no reason for us continuing to hold and use it.
- Suspension of the use of your personal information by us, for example, if you want us to check that it is correct or verify the reason for processing it or to stop us from using your personal information altogether if we have committed a breach of data protection laws.

Please contact the DPO if you wish to make any of the above requests. When you make a request, we may ask you for specific information to help confirm your identity for security reasons. 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 a copy of your personal information is clearly unfounded or excessive.

8. Feedback and complaints

We welcome your feedback on how we hold and use your personal information, and this can be sent to the DPO.

You have the right to make a complaint to the Information Commissioner, the UK regulator for data protection, about how we hold and use your personal information. The ICO's contact details are as follows:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

If you would like to receive this statement in alternative format, for example, large print, Braille or audio tape, please contact us.

9. Updates to this statement

We may update this statement at any time, and will provide you with an updated version when required to do so by law.

Last updated: April 2023