

RUTHERGLEN & CAMBUSLANG HOUSING ASSOCIATION

HOW WE USE YOUR PERSONAL INFORMATION (TENANCY REFERENCE CHECKS)

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.

You can also contact us by: e-mail at info@randcha.co.uk; telephone on 0141 647 4917; or writing to: 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?

We hold and use any personal information about you that you provide when completing a tenancy reference. This could include:

- your name;
- your contact information;
- your relationship to the housing applicant (if any);
- if the housing applicant has ever been violent or threatened violence towards you or a member of your staff; and / or
- your remarks, including your opinion as to the suitability of the housing applicant for a tenancy with us.

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

We hold and use this personal information about you to process the reference that you have provided and determine whether to continue or suspend the housing applicant's registration with us.

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. We rely on your consent as the legal reason. By completing and returning a tenancy reference to us, you consent to your personal information contained in the reference being used by us as described in section 2 of this statement.

You can contact us to withdraw your consent to us holding and using your personal information. Once you have withdrawn your consent, we will no longer use your personal information for the purposes set out in section 2 of this statement, unless we have another legal reason for doing so. This may include that we have a legitimate interest in handling and using your personal information for the purposes described in section 2 of this statement.

4. Who do we share your personal information with?

We may share details of the reference that you have provided with the housing applicant in situations where the content of your reference results in their application being suspended.

This may be because your reference has noted that the housing applicant has:

- outstanding rent and / or recharge arrears on their tenancy with you that exceeds more than one month's rent and there has been no suitable repayment agreement in place for a minimum of 3 months;
- left your property in a state of disrepair; and / or
- engaged in anti-social behaviour during their tenancy with you.

5. Where is your personal information transferred to?

The sharing of your personal information, as noted in section 4 of this statement, could result in it being transferred outside the United Kingdom. If so, we will comply with data protection laws to ensure that your personal information is afforded the same protection it has in the United Kingdom after it is transferred.

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, accounting, reporting or regulatory requirements. More information is contained in our data retention policy, which is available by contacting our 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. You also have the right to ask us to do this where you object to us holding and using your personal information (details below).
- Temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it.
- The transfer of your personal information to another organisation.

You can also object to us holding and using your personal information where our legal basis is a legitimate interest (either our legitimate interests or those of a third party).

Please contact our 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 us 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 access 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 our 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, audio, large print or braille, please contact us.

9. Updates to this statement

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

Last updated: April 2024