ARDENGLEN



WEBSITE AND SUPPLIER / CONTRACTOR PRIVACY NOTICE

Ardenglen Housing Association Ltd, a Scottish Charity (Scottish Charity Number SC032542), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2339R(S) and having their Registered Office at 355 Tormusk Road, Glasgow, G45 0HF.

We take the issue of security and data protection very seriously and strictly adhere to data protection legislation. We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5937922 and we are the data controller of any personal data that you provide to us. Our Data Protection Officer is RGDP LLP. Any questions relating to this notice and our privacy practices should be sent to 355 Tormusk Road, Glasgow, G45 0HF or emailed to dataprotection@ardenglen.org.uk

How we use your personal data

how we use personal information about website users and contractors and suppliers. 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.

Separate versions of Privacy Notices are issued to our Tenants, Staff and Board Members.

We take the issue of security and data protection very seriously, including compliance with the UK General Data Protection Regulation, the Data Protection Act 2018, the Data (Use and Access) Act 2025 and the Privacy and Electronic Communications Regulations

What personal information we may collect:

Website Users:

We may collect personal information about you if you:

- pay your rent;
- report a repair to us;
- make a complaint to us;
- complete and submit a "contact us" form to us; and
- log in to your account via the Customer Login.

Please note that our website uses Cookies. You can change your Cookies setting using the 'Cookies Setting' tool.

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); and
- signpost you to organisations that can offer benefits and debt advice and support.

Suppliers and Contractors:

- Name
- Contact details, including phone numbers, addresses and email addresses

- References
- Bank Details
- CCTV imagery
- Telephone call recordings

We will use this information to potentially enter into or enter into a contract with you and for the administration of our organisation.

If you do not wish to provide your personal data

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

Sharing of Your Information

We may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors, agents, suppliers or subcontractors, government agencies and regulators and healthcare providers insofar 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 complete a regulatory return in relation the Management Committee
- to protect the rights, property and safety of us, our customers, users of our websites and other persons;
- in connection with any ongoing or prospective legal proceedings;
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory body involved in any complaint, 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 organisations.

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:

- contract
- consent
- our legitimate interests, including CCTV imagery, void property management, surveys, rent arrears predictions, next of kin details, data sharing with utility

companies, newsletters and recognised legitimate interests in accordance with the Data (Use and Access) Act 2025
- vital interests
- tasks carried out in the public interest or with official authority
- legal obligation

Processing Special Category Personal Data

Special categories of information 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 sensitive 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.

Your Rights

You have the right at any time to request 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

Where do we keep your data?

Your personal data will only be processed within the UK except where international transfers are authorised by law by virtue of Chapter V of the UK GDPR.

How do we keep your data safe?

The security of your personal data 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 data, 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.

How long do we keep your personal data for?

We will 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 or in accordance with best practice.

Queries and Complaints

Ardenglen Housing Association, has appointed a Data Protection Officer (DPO). Our DPO is provided by RGDP LLP, who can be contacted either by phone on 0131 222 3239 or by email: info@rgdp.co.uk

Any questions relating to this notice and our data protection compliance should be sent, in the first instance, to the Data Protection Lead, by email: dataprotection@ardenglen.org.uk

You 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

The accuracy of your information is important to us; please help us keep our records updated by informing us of any changes to your personal and contact details.

Updated:

ARDENGLEN