



CARE & REPAIR, A SERVICE MANAGED BY BRIDGEWATER HOUSING ASSOCIATION

Privacy Notice

(How we use your personal information)

This notice explains what information we collect, when we collect it and how we use it. During the course of our activities we will process your personal data (which may be held on paper, electronically, or otherwise) 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.

1. WHO ARE WE?

Care & Repair, a service managed by Bridgewater Housing Association Limited, Recognised Scottish Charity No SC0 35819, Scottish Housing Regulator No HAL 301, Co-operative and Community Benefit Societies Act No 2525R(S), Property Factor Registration number PF000105 and having their Registered Office at Ground Floor West, India of Inchinnan, Greenock Road, Inchinnan, Renfrewshire, PA4 9LH (“**we**” or “**us**”) 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 UK General Data Protection Regulation (UK GDPR), together with any domestic laws subsequently enacted.

We are registered as a Data Controller with the Office of the Information Commissioner (ICO) under registration number Z7558854X and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer (DPO) is:

RGDP LLP, Level 2, One Edinburgh Key, 133 Fountainbridge, Edinburgh EH3 9QG

Tel: 0131 222 3239

Email: info@rgdp.co.uk

Any questions relating to this notice and our privacy practices should be sent to Stephen McGinlay, IT Manager.

2. HOW WE COLLECT INFORMATION FROM YOU AND WHAT INFORMATION WE COLLECT

We collect information about you so that we can provide information and services to you to enable us to perform our contractual obligations:

- when you contract with us to carry out any small repairs or manage disabled adaptations
- from your use of online services;
- from digital recordings of your telephone conversations with us (incoming and outgoing)

To allow us to perform our contractual obligations, the information we collect from you includes the following:

- Name;
- Address;
- Telephone number;
- Email address;
- Demographic information – date of birth, ethnicity, next of kin household members;

- Property details – type of property, time resident, tenure
- Health details;
- How you heard about us.

We also receive information from third parties including:

- Name;
- Address;
- Telephone number;
- Details of adaptations and repairs required at your property;
- Health related information.

3. WHY WE NEED THIS INFORMATION ABOUT YOU AND THE LEGAL BASES FOR PROCESSING

We need your information and will use your information lawfully to undertake and perform our obligations and duties to you. For example:

- to enable us to enter a contract with you;
- undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your instructions, requests and any 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 assist in the quality monitoring of our staff and to identify training needs;
- to contact you in order to send you details of any changes to our services which may affect you;
- to provide anonymised reports to meet our contractual obligations;
- for other purposes consistent with the proper performance of our operations and business, including newsletters, website and our annual report; and
- to contact you for your views on our products and services;
- because it is in the public interest to do so or because it is in our legitimate interest to do so.

4. SHARING OF YOUR INFORMATION

We may disclose your information to other trusted 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 arrange for works to be carried out, 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 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;
- to obtain legal advice or take legal action;
- Sharing of information on Twitter and Instagram to support our social media presence.

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.

5. TRANSFERS OUTSIDE THE UK AND EUROPE

We will only store your information within the UK and EEA.

Data shared on Twitter and Instagram may be shared outside of this region, and would be covered by the privacy policies of those social media platforms.

6. SECURITY

When we collect your personal data we take steps to make sure that it is kept secure and safe.

The Association has been awarded the Cyber Essentials Certification which provides assurance that a number of key information security controls are in place within the organisation. All employee data which is stored electronically is access controlled or digitally encrypted.

Where a physical copy of any data is stored, it is stored in a locked filing cabinet or drawer.

Further information regarding security and storage of data can be found in our Data Protection Policy at [# \(bridgewaterha.org.uk\)](#)

7. 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.

8. YOUR RIGHTS

You have rights in relation to your personal data and can ask us for the following:

- To access information about the personal data we are processing and to obtain a copy of it;
- To change incorrect or incomplete data;
- To erase or stop processing your data (in certain circumstances);
- To stop sending you marketing messages; and
- To object to certain processing activities.

If you would like to exercise any of your rights above please contact us at admin@bridgewaterha.org.uk in the first instance. You should note that your rights under the UK GDPR and 2018 Act are not absolute and are subject to qualification.

If you remain unsatisfied 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:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.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 personal and contact details.

9. REVIEW

This version reviewed August 2023. Next review July 2025, or sooner if there is a change to how we process your data.