

Fair Processing Notice

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FAIR PROCESSING NOTICE

This notice explains what information we collect, when we collect it and how we use this. 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 a suitable and lawful manner. The purpose of this notice is to make you aware of how we will handle the information.

Kingdom Housing Association, A Scottish Charity (Scottish Charity Number SC 000874), a registered society under the Co-operative and Community Benefit Societies Act 2014 and Kingdom Initiatives Limited (Private Limited Company Registration SC383963) is a non-charitable wholly owned subsidiary of Kingdom Housing Association. Our Registered Office is at Saltire Centre, Pentland Court, Glenrothes, KY6 2DA. We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679. Together with any domestic laws subsequently enacted.

We are notified as a Data controller with the Office of the Information Commissioner under the registration numbers and we are the data controller of any personal data that you give to us.

- Kingdom Housing Association - Z6582821
- Kingdom Initiatives - Z9940678

Our Data Protection Officer is Calum Kippen. Any questions relating to this notice and our privacy practices should be sent to him at kingdom@kha.scot

We collect information about you:

- When you apply for housing with us; become a tenant; request services / repairs;
- Enter into a factoring agreement with us;
- For you to use our online services;
- To carry out maintenance, factoring and repairs to your property;
- For reporting to Regulatory bodies and Stakeholders;
- For research, performance and to carry out satisfaction reports;
- To manage and maintain your rent and other accounts including debt recovery/arrears

We collect the following information about you:

Name	Address (es)	Date of birth	NI Number
Gender	Ethnicity	Religious Beliefs	Sexuality
Disability	Health Conditions	Next of kin details	Guardianship
Any sex offenced	Benefit entitlements	Court Actions/Judgements	GP
Meds / Medical History	Financial information	Support needs	Relationship Status
Income / Pensions	Employment details	Third party information	Immigration Controls
Contact tel numbers	Criminal Convictions	External support providers	References
Tenancy History	Historic / current	Relationship to Board	Harassment/domestic
Email Address	complaints	members or staff	abuse cases

We review our data retention timescales regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as needed by law, or as set out in any relevant contract we have with you. We will not retain data for longer than needed. Data retention periods are detailed in Kingdom Group Data Retention guidelines which are available on our website.

We receive the following information from third parties:

- Applications for housing and supporting documents;
- Referrals from external agencies;
- Tenancy references;
- Complaints or other communications about behaviour or other alleged breaches of the terms of your contract with us, including information from Police Scotland, Court, Local Authorities and other Landlords;
- Benefits and household income including awards of the Housing Benefit/Universal Credit, salaries, deposits and Local Housing Allowance;
- Payments made by you to us;
- Maintenance and contractual work including gas servicing and private gardening;
- Financial information including debt recover, Bankruptcy and CCJ's

We need your information and will use your information:

- To undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- To work in partnership with third parties;

- To carry out reactive repairs and maintenance;
- To support you to maintain and sustain your tenancy;
- To help us to supply you with the services and information you have requested;
- To help us to respond to your repair request and if we instruct repair or maintenance works, your information may be disclosed to any contractor;
- To register and process your housing applications;
- To analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- To contact you in order to send you details of any changes to our supplies which may affect you;
- For all other purposes consistent with proper performance of our operation and business; and
- To contact you for your views on our products and services

Your information will only be stored within the United Kingdom (UK) and European Economic Area (EEA). Unless needed by law, we will not otherwise share, sell or distribute any of the information you give to us without your consent.

When you give us information, we take steps to make sure that your personal information is processed, held and stored securely. Further details can be found in our Privacy Policy.

You have the right at any time to:

- Ask for a copy of the information about you held by us in your records;
- Need us to correct any inaccuracies in your information;
- Ask us to delete what is personal data of yours we hold; and
- Object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact Calum Kippen, kingdom@kha.scot

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 Office - Scotland, 45 Melville Street, Edinburgh, EH37HL
Telephone: 0131 244 9001 Email: scotland@ico.org.uk

The accuracy of your information is important to us - please help us to keep our records updated by informing us of any changes to your email address and other contact details.