



# KINGDOM

Group

## Fair Processing Notice

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HAPPY TO TRANSLATE

## **FAIR PROCESSING NOTICE**

### **1. Introduction**

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 a suitable and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

### **2. Who are we?**

This notice is applicable to Kingdom Housing Association and Kingdom Initiatives.

- Kingdom Housing Association, A Scottish Charity (Scottish Charity Number SC000874), a registered society under the Co-operative and Community Benefit Societies Act 2014
- Kingdom Initiatives Limited (Private Limited Company Registration SC383963) is a non-charitable wholly owned subsidiary of Kingdom Housing Association.

Both have a Registered Office at Saltire Centre, Pentland Court, Glenrothes, KY6 2DA.

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

- Kingdom Housing Association - Z6582821
- Kingdom Initiatives - Z9940678

We as a group are committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the Data

Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR), together with any domestic laws subsequently enacted.

Our Data Protection Officer is Calum Kippen. Any questions relating to this notice and our privacy practices should be sent to him at [customerservices@kha.scot](mailto:customerservices@kha.scot).

### 3. How we collect information from you and what information we collect

We collect the following information about you through a variety of resources:

- 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;
- CCTV

Name	Address(es)	Date of Birth	Email Address	NI Number
	Support	NI Number	Tenancy History	GP
Guardianship Needs				
Medical History	Financial Information	Benefit Entitlement	Income/Pension controls	Employment Details
Immigration controls	Contact Numbers	Criminal Convictions	External Support Providers	References
Next of Kin Details	Relationship to KHA Staff/Board Members	Harassments/Domestic Abuse Cases	Court actions/judgements	Complaints

Any sex  
offences

**Protected characteristic information (optional):**

Gender, Ethnicity, Religion, Disability, Sexual Orientation,  
Pregnancy/Maternity, Relationship Status

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 recovery, Bankruptcy and CCJ's

**4. Why we need your information and how it will be used**

- To register and process your housing applications;
- To support you to maintain and sustain your tenancy;
- 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 help us to supply you with the services and information you have requested;
- To help us to respond to your repair request
- To analyse the information we collect so that we can administer, support, improve and develop our business and the services we offer;

- To contact you in order to send you details of any changes to our suppliers which may affect you;
- To contact you for your views on our products and services
- Equality & diversity reporting
- 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
- For all other purposes consistent with proper performance of our operation and business;

## **5. Sharing of your information and why we may need to share it**

We may disclose relevant information to other 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 instruct a repair or maintenance works your information may be disclosed to any contractor/consultant
- If we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority departments, Scottish Fire & Rescue and other involved in any complaint, including relevant CCTV images
- Utility companies
- Payment processors and Department for Work & Pensions
- 3rd party survey providers we may instruct to carry out satisfaction surveys
- If we have to instruct legal action against your tenancy or pursue you for tenancy related debt, your information will be shared to Sheriff Officers and/or Solicitors
- To refer you to relevant support services we feel may benefit you
- For the purposes of crime prevention and/or protection of vulnerable adults/children we would disclose your information to Police Scotland, Health & Social Care Services, Victim Support, Local Authority etc which may include CCTV images.

## **6. How we store your information**

If we transfer your personal data outside the UK or European Economic Area (EEA), we ensure it is protected by appropriate safeguards.

When you give us information, we take steps to make sure that your personal information is processed, held and stored securely. We have implemented appropriate physical, technical and organisational security measures designed to secure your personal data against accidental loss and authorised access, use, alteration, or disclosure. In addition, we limit access to personal data to those employees, agents, contractors and other third parties that have a legitimate business need for such access. Further details can be accessed within our Privacy Policy.

## **7. How long will we keep your information?**

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.

## **8. Your Rights**

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 Gillian Maton,

[customerservices@kha.scot](mailto:customerservices@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](mailto:scotland@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 email address and other contact details.**