

# **Ark Housing Association Ltd**

## **General Privacy Notice**

### **How we use your personal data**

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

This privacy notice is for visitors to our website and premises, job applicants, contractors and suppliers.

Separate Privacy Notices are available for Employees, Supported People, Tenants, Housing Applicants and our Management Board members.

### **Who are we?**

We are Ark Housing Association Ltd, a Scottish Charity (Scottish Charity Number SC015694), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 1899RS and having our Registered Office at Ground Floor, West Suite, Lochside House, 3 Lochside Way, Edinburgh Park EH12 9DT.

ARK take the issue of security and data protection very seriously and strictly 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.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z9714372 and we are the data controller of any personal data that you provide to us.

Any questions relating to this notice and our privacy practices should be raised with our Data Protection lead at [dataprotection@Arkha.org.uk](mailto:dataprotection@Arkha.org.uk), or Data Protection lead, Ground Floor, West Suite, Lochside House, 3 Lochside Way, Edinburgh Park EH12 9DT 0131 447 9027.

Our Data Protection Officer is:

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

Telephone: 0131 222 3239  
Email: [info@rgdp.co.uk](mailto:info@rgdp.co.uk)

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

We collect information about you:

- when you supply services to us
- when you apply for a job with us
- when you visit our website or from your use of our online services
- from arrangements to make payment to us (such as bank details, employment details and any other income and expenditure related information);
- when you visit our premises including offices, estates or properties (including CCTV images where these are in place)
- If you submit a complaint
- when you apply to become a member
- when you request or are in receipt of our services
- when you complete a satisfaction survey or equalities information request
- or otherwise provide us with your personal details;

### The information we collect may include:

- Name and previous names
- Address, previous address
- Telephone numbers
- E-mail address
- National Insurance Number
- Financial Information such as bank details
- Next of Kin
- Details of any relevant offences
- Health data, ethnicity, Immigration status;
- ID such as Passport/ Birth Certificate, as well as a photograph;
- Photographs of you by consent if you attend an ARK event

### Why we need this information about you and the legal bases for processing

We need your information and will use your information:

- For all purposes consistent with the proper performance of our operations and business
- To undertake and perform our obligations and duties to you in accordance with the terms of a contract with you
- In relation to information disclosures to comply with relevant legal obligations
- To enable us to supply you with the services and information which you have requested
- To analyse 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 information about our services and details of any changes to our services which may affect you

When we use your information, we are required to have a lawful basis to do so. The lawful bases we may rely on include:

- **Consent:** where you have given us clear consent for us to process your personal information for a specific purpose. This will only apply in limited circumstances where we have clearly asked for your consent
- **Contract:** where our use of your personal information is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract. This includes where you apply for housing and in order to enter into and perform your tenancy agreement

- **Legal obligation:** where our use of your personal information is necessary for us to comply with the law. This includes our regulatory obligations, such as those imposed on us by the Scottish Housing Regulator
- **Vital interests:** where our use of your personal information is necessary to protect you or someone else's life
- **Public task:** where our use of your personal information is necessary for us to perform a task in the public interest or for our official functions and the task or function has a clear basis in law. This may apply to our public functions as a registered social landlord
- **Legitimate interests:** where our use of your personal information is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal information which overrides our legitimate interests).

Some of the personal data that we process in relation to you is called 'special category personal data'. This type of data is more sensitive and therefore needs more protection including an additional legal basis.

We process special category data, as relevant, in relation to gender, health and ethnic origin. We process this data so that we can provide our housing service in accordance with the substantial public interest involved in our work as a Registered Social Landlord.

### **Sharing of Your Information**

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK, subject to the comments in the 'Transfers outside the UK' section below.

We may disclose your information to other third parties if we are required to by law or if they who act for us for the purposes set out in this notice or for other purposes approved by you, including the following:

- If we require to begin legal proceedings in relation to you, or if we are required to disclose information by law
- 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 require to conduct an investigation, for example in relation to a complaint, Health and Safety related incident
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors
- 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;
- In the event of an adult or child protection concern or issue, with the relevant NHS service (e.g. General Practitioner) and/ or Local Authority; and
- In relation to payments received from you or made to contractors or suppliers in relation to your property, in accordance with our obligations to share details of our financial transactions with the relevant auditors and regulators.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

### **Transfers outside the UK**

If required we may transfer your information outside the UK as follows:

- To EU/EEA countries or countries which have an adequacy agreement with the UK or EU.
- To countries outside the EU/EEA where there is no adequacy agreement. In these instances we will ensure that appropriate safeguards are in place.

## Security

When you give us information we take steps to make sure that your personal data is kept secure and safe. We will only store relevant information in accordance with our Data Protection policy and associated policies, copies of which are available on request.

Some information we process may be anonymized or pseudonymized, to protect you as the data subject.

## 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, as required by law or as set out in any relevant contract we have with you.

Our Retention procedure and schedule is available from our office on request.

## Your Rights

You have the right at any time to:

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

If you would like to exercise any of your rights, have any questions or would like to complain about the way that we process your personal data, please contact the Data Protection lead at:

Ark Housing Association Ltd  
Ground Floor, West Suite,  
Lochside House, 3 Lochside  
Way, Edinburgh Park  
EH12 9DT  
Telephone: 0131 447 9027  
Email: [dataprotection@Arkha.org.uk](mailto:dataprotection@Arkha.org.uk)

Any requests received by us will be considered under applicable data protection legislation.

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's contact details are below:

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

[www.ico.org.uk](http://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 email address and other contact details.

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