

## **Enquiries & Further Information**

If you would like to ask us about anything in this leaflet please contact your Housing Officer at:

Castlehill Housing Association  
4 Carden Place  
ABERDEEN  
AB10 1 UT  
01224 625822 (phone)  
01224 625830 (fax)  
Email: [info@castlehillha.co.uk](mailto:info@castlehillha.co.uk)  
Visit: [www.castlehillha.co.uk](http://www.castlehillha.co.uk)

Office Opening Hours:  
Monday – Friday, 9am to 5pm

The Information Commissioner is an independent body with responsibility for ensuring the provisions of the GDPR are enforced. The Information Commissioner can be contacted at:

Information Commissioners Office Scotland  
28 Thistle Street  
EDINBURGH  
EH2 1EN  
Tel/ Fax: 0131 225 6341  
Email: [Scotland@ico.gsi.gov.uk](mailto:Scotland@ico.gsi.gov.uk)  
Visit: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)



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## **Information Request Form**

Name:

Address:

Telephone No:

Email:

The Association holds personal information about me. Please supply me with a copy of the following specific information which I am entitled to.

Information Requested:

If you need any further information from me please let me know as soon as possible

Signature

# Data Protection Policy



# What it means to you

You may have heard of the General Data Protection Regulation (GDPR). If you have, you will perhaps know that this important law aims to protect your data. It gives you rights in relation to how information about you is gathered, used, recorded and shared by organisations such as Castlehill Housing Association. At the same time, it places certain requirements on organisations that collect and process information about you. This leaflet explains a bit more about the GDPR, how it affects you and what we are doing to ensure that we meet the legal requirements and demonstrate good practice.

## **What We Must Do**

The Association needs to gather and use certain data about individuals to provide services to our customers and tenants. As a result the Association is viewed as a “Data Controller”. An Information Commissioner holds a register of all Data Controllers and Castlehill’s details appear on this register.

There are general principles that determine how we handle information. These state that data must be:

- Fairly and lawfully collected and processed
- Only used for limited, clear and well explained purposes
- Adequate and relevant to our needs and not excessive in detail
- Accurate and up to date
- Not kept longer than necessary
- Processed in accordance with your rights
- Securely stored

## **Your Rights**

The Regulations give you the right to:

- Access personal information that we hold about you
- Prevent us from processing information about you if this is likely to cause damage or distress
- Prevent us from processing information about you for direct marketing purposes
- Object to any decision made through computerised systems (where there is no human involvement)
- Claim compensation for damage or distress caused by a breach of the Act
- Have any inaccurate information about you changed, blocked, erased or destroyed

## **When We Collect Information From You**

The Association retains all the information that you have provided to us, such as your housing application form before your tenancy starts and any subsequent letters you may have sent us. We also hold copies of letters that we have sent to you and any reports or correspondence about your circumstances that we may have requested from other sources such as tenancy reports from previous landlords. All this information is held in your tenancy file.

Basic details about your tenancy will also be held on our computer system and on manual records. Some information that has been provided to us is considered to be “sensitive personal information”. This may be information you have provided for us about your ethnic origin, health problems, religious or political beliefs or any criminal convictions. We also hold some financial information such as your bank account details for rent processing.

## **Accessing Your Information**

At any time you can ask to see any information that the Association holds about you or to correct inaccuracies in our data. This includes details held in our files relating to you and your tenancy. If you wish to see a copy of this information, you should make a request in writing. It is important that you give your name, address and what information you would like from us. We will respond to your request within 1 month.

We have published a Fair Processing Notice which gives more detail of how we process your information and you can contact us to request a copy or you can view and download the policy on our website at [www.castlehillha.co.uk](http://www.castlehillha.co.uk)

## **Sharing Information With Others**

We have strict guidelines about who can see or receive your personal information. We will only pass information about you to an organisation where they have a legal right or responsibility to do so through the registration with the Information Commissioners Office. We have arrangements to ensure that they will use your personal information in accordance with the Regulations.

## **Keeping Your Information Up To Date**

The information we hold about you should be accurate and up to date. We can update information when required so please ensure that you keep us informed. Also, where there is no longer a requirement for us to continue to hold information we will securely delete/dispose of it.