



DATA PROTECTION & PRIVACY: HOW WE WILL USE YOUR INFORMATION

The Data Protection Act 1998 sets out the law on how personal information (details which can identify you) should be recorded and used by anyone else.

To comply with this Act, Almond Housing Association is registered with the Information Commissioner as the 'Data Controller' for the personal information about you that we collect and process, to enable us to carry out our activities and provide our services.

We will use your personal information for the purposes listed below that apply to you:

- to process an application for housing;
- to process an application for membership of the Association and/or for appointment to our Board of Management;
- if you are an Almond tenant, to provide you with the range of services detailed in your Tenancy Agreement and to communicate with you on any aspect of these services and your responsibilities as a tenant;
- if you are a property owner receiving a factoring service from us, to provide the services detailed in your factoring Statement of Services and to communicate with you on aspect of these services and your responsibilities as an owner;
- to process an application for employment with us;
- if you are a member of staff, to manage your employment with us;
- if you supply goods or services to us, to communicate with you on any aspect of that business relationship;
- to evaluate the range and quality of our services, for example through surveys.

We will obtain your written permission before we collect and process what the Act calls 'sensitive' personal information. This includes details about your physical or mental health, any disability, racial or ethnic background, religious beliefs, or sexual orientation.

We will share your details with agencies such as the Police or HMRC where we are required to by law, for example as part of a criminal investigation. We will only share your information with other agencies (such as West Lothian Council), businesses (such as our repair contractors), or individuals (such as former landlords or employers), when we need to in order to carry out our activities and where we have an agreement, protocol or contract with them that ensures they will also process your details in accordance with the Act.

You have the right to obtain a copy of the personal information we hold about you. To do this you should apply by letter or email, or use the application form we can give you.

If you wish to complain about how we are processing your information, or that some details we hold are incorrect, you should write or email us. If you are not satisfied with our response you may complain to the Information Commissioner, whose contact details we will give you.

Write to: Data Protection Officer, Almond Housing Association, 44 Etive Walk, Craigshill, Livingston EH54 5AB

Email: enquiries@almondha.org.uk

Tel: 01506 439 291