

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

Yoker Housing Association Limited (“we” or “us”) is 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 UK GDPR and Data Protection Act (2018 Act) together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are notified as a Controller with the Office of the Information Commissioner (ICO) under registration number Z6291362 and we are the controller of any personal data that you provide to us.

Any questions relating to this notice and our privacy practices should be addressed to our Data Protection Officer, Kevin Freeman at our Registered Office at 2310 Dumbarton Road, Yoker, Glasgow, G14 0JS. Alternatively, our Data Protection Officer can be contacted by telephone on 0141 950 9052.

We collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties (including employment agencies, pensions services):

- Name;
- Date of Birth;
- Address;
- Telephone number;
- E-mail address;
- National Insurance number;
- Personal characteristics such as gender and ethnic group;
- Qualifications;
- Absence information; and
- Bank account information.

We collect and use the above information and personal data for:

- Administration of contracts of employment;
- Payment of salaries;
- Recruitment and selection;
- Pensions and associated benefits, appraisal, training and development; and
- Membership of professional bodies.

We may disclose and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your monthly salary payments;
- To allow your pension provider to process pensions information and handle your pension;
- To allow your electronic payslips to be produced and issued to you; and
- If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

The Association will only store personal information within the UK. However, we may transfer your information outside the UK. Where information is transferred outside the UK we ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

When you give us information we take steps to make sure that your personal information is kept secure and safe. The following security process are undertaken to ensure that personal information is kept secure:

- Paper records are only stored in designated areas within the Association’s office. All areas where personal information is kept are locked to prevent unauthorised access;
- Electronic records are stored on the Association’s server. The server is kept in a locked room to prevent unauthorised access;
- Electronic records are password protected and can only be accessed by authorised personnel; and
- Electronic records are backed up daily. These records are backed up onto encrypted hard drives. The Association does not use clouds to back up or store personal 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, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Data retention guidelines on the information we hold is provided 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 our records;
- Ask us to correct any inaccuracies of fact in your information;
- Request that we restrict your data processing or object to our processing in certain circumstances;
- Data portability;
- Make a request for us to delete what personal data of yours we hold;
- Object to receiving any marketing communications from us; and
- Submit a complaint to us if you believe your personal data has been handled in a way that does not comply with data protection law.

These rights are qualified and are not absolute.

In addition you have certain rights where we use automated decision making in respect of you or your personal data and will inform you of any such processing and those rights should we use any such processes

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the Association's Data Protection Officer, Kevin Freeman.

If you have any complaints about the way your data is processed or handled by us, please contact our Data Protection Officer:

- By Email to [housing@yokerha.org.uk](mailto:housing@yokerha.org.uk)
- Or write to us at: Data Protection Officer, Yoker Housing Association Limited, 2310 Dumbarton Road, Yoker, Glasgow, G14 0JS

If you remain unsatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commissioner's Office (ICO) in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland  
6th Floor, Quatermile One, 15 Lauriston Place, Edinburgh EH3 9EP  
Telephone: 0303 123 1113  
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 personal and contact details.