



PRIVACY NOTICE FOR SUPPORTED PEOPLE

Information about our Privacy Notice is available in other formats such as in larger print, audio-format and Braille, on request. Information can also be provided in other languages, as appropriate.

SECTION 1: ORGANISATIONAL INFORMATION

OUR NAME AND REGISTRATION DETAILS

Blue Triangle (Glasgow) Housing Association Limited.

We are registered with:

The Scottish Housing Regulator:	1835RS
OSCR (Office of the Scottish Charity Regulator):	SC010858
ICO (Information Commissioners Office):	Z5674566

CONTACT DETAILS

100 Berkeley Street
3rd Floor
Glasgow
G3 7HU

Phone: 0141 221 8365
Email: administration@bluetriangle.org.uk
Website: www.bluetriangle.org.uk

OUR ROLE

We are the data controller, that is, we are responsible for processing your personal information. This includes information in electronic and paper formats.

INFORMATION ABOUT OTHER REPRESENTATIVE

Our representative to whom queries should be sent is:

Gary Meek GDPR@bluetriangle.org.uk

SECTION 2: INFORMATION THAT YOU HAVE PROVIDED TO US

WHY WE GATHER YOUR PERSONAL INFORMATION

We gather your personal information for the following purposes:

- ▲ meeting our obligations with local authorities and/or other organisations; these are contained in agreements signed between the Association and local authorities.
- ▲ meeting our occupancy agreement obligations to provide housing support and assistance.
- ▲ meeting legal obligations in relation to all other relevant law such as homelessness law, housing law and equality law; and using information, as permitted, in any relevant legal or complaint actions;
- ▲ supporting us to implement our organisational policies and procedures effectively, for example, working in consultation with service users to develop services.

LEGAL BASIS FOR PROCESSING YOUR PERSONAL INFORMATION

The legal basis for processing your personal information is based on the following factors:

- ▲ processing is necessary to meet the terms of the employment contract; and/or
- ▲ processing is necessary to comply with legal and regulatory obligations to which we are subject.



If we gather any personal information about you that is based on consent, then we must first obtain your agreement. We would also tell you why we are gathering such information. You are free to withdraw your consent to us processing such personal information at any time.

NOTES

Note 1: Other conditions on which personal data can be processed lawfully include protecting the vital interests of an individual or meeting our legitimate interests, for example, our business interests. If we gather any personal information based on these conditions, we would tell you.

Note 2: We can only process certain personal information known as “special category personal data” if particular legal conditions are met. For example, compliance with employment, social security and social protection law. Examples of such personal data are data relating to: ethnicity (or race); health; religious beliefs; sexual orientation and trade union membership.

ORGANISATIONS TO WHICH WE PROVIDE (OR MIGHT PROVIDE) YOUR PERSONAL INFORMATION

We only share your personal information with other organisations in line with our data sharing arrangements and our data sharing procedures. These arrangements are based on law and good practice guidance.

Organisations to which we provide (or might provide) your personal information are:

- ▲ Better Futures (Housing Support Enabling Unit);
- ▲ SHARP
- ▲ Government agencies such as the Department of Works and Pensions;
- ▲ housing landlords in the public, private and voluntary sectors, including their partner organisations that carry out services on behalf of landlords;
- ▲ local authorities;
- ▲ other organisations and/or bodies entitled to access personal information and/or with your consent, as appropriate;
- ▲ regulatory and statutory organisations, for example, the Care Inspectorate;
- ▲ specialist bodies such as the Scottish Fire and Rescue Service; and People Safe;
- ▲ utility companies in relation to the updating of occupancy records.

TRANSFERRING PERSONAL INFORMATION ABROAD

Our present policy is not to transfer information outside of the United Kingdom and/or Europe (the “European Economic Area”). If our policy were to change and this resulted in information being transferred outside the UK or EEA, then we would advise you and ensure that adequate safeguards exist to protect your information.

SECTION 3: FAIR AND TRANSPARENT PROCESSING

We now provide you with the following information to ensure that we:

- ▲ process your personal information fairly and transparently; and
- ▲ provide you with information about your rights.

STORAGE OF PERSONAL INFORMATION

We decide how long to keep your personal information using our data retention procedure. This procedure is based on law and guidance. For further information, please contact us as noted above.

YOUR RIGHTS

Your rights include the rights to:

- ▲ request access to your personal information;
- ▲ rectify this information;
- ▲ erase this information;
- ▲ restrict the processing of this information;
- ▲ object to the processing of this information; and
- ▲ data portability that allows you to move personal information from one IT system to another.

If processing of personal information is based on consent, then you also have the right to withdraw your consent at any time.

Note: We give you comprehensive information about all your rights in a separate leaflet. This can also be provided electronically.

COMPLAINT PROCEDURES

If there is a breach of data protection law, then you may complain directly to the Information Commissioner's Office at:

The Information Commissioner's Office – Scotland
Queen Elizabeth House
Sibbald Walk
Edinburgh
EH8 8FT

Telephone: 0303 123 1115
Email: Scotland@ico.org.uk

PERSONAL INFORMATION: LEGAL REQUIREMENTS

We need your personal information to meet obligations of the occupancy agreement, obligations of local authority contracts and other legal provisions. For example, information is required to meet duties relating to equality and housing legislation.

Note: If such information is not provided, then we may not be able to accommodate you within the service.

AUTOMATED DECISION MAKING

Automated decision making is the process when someone makes a decision about you based solely on data processed electronically and not involving human intervention. This also includes profiling based on automated processing.

You have a right not to be subject to such decision making.

SECTION 4: PERSONAL INFORMATION GATHERED FROM A THIRD PARTY

WHY WE GATHER YOUR PERSONAL INFORMATION FROM ANOTHER ORGANISATION OR PERSON

The purposes for gathering your personal information are:

- ▲ meeting our contractual obligations with local authorities and/or other organisations;
- ▲ meeting our occupancy agreement obligations to provide housing support and assistance;
- ▲ meeting legal obligations in relation to all other relevant law such as homelessness law, housing law and equality law; and
- ▲ supporting us to implement our organisational policies and procedures effectively, for example, working in consultation with supported people to develop services.

LEGAL BASIS FOR PROCESSING YOUR PERSONAL INFORMATION

The legal basis for processing your personal information is based on the factors explained in section 3.

CATEGORIES OF PERSONAL INFORMATION THAT WE GATHER FROM A THIRD PARTY

- ▲ information provided to us by other organisations and/or agencies in line with contractual or legal provisions;
- ▲ information from local authorities and/or other organisations relating to our housing support and assistance programmes;
- ▲ information concerning financial issues such as information about benefits, bank accounts, insurance and payment information; and
- ▲ information relating to breaches of occupancy, including complaints.

Note: If any information provided by third parties is of the “special categories” explained in Section 2, then we only process this if we are permitted to do so.

ORGANISATIONS TO WHICH WE DISCLOSE (OR MIGHT DISCLOSE) YOUR PERSONAL INFORMATION

As well as the organisations explained in Section 2, we might disclose your personal information to:

- ▲ other agencies, as agreed with you, for example, employability services (DMPP1); and
- ▲ social media, as agreed with you.

SOURCES OF PERSONAL INFORMATION GATHERED FROM A THIRD PARTY, INCLUDING ANY PUBLIC ACCESSIBLE SOURCES

Our sources of personal information gathered from third parties include:

- ▲ Better Futures (Housing Support Enabling Unit)/SHARP;
- ▲ local authorities, for example, housing and social work services;
- ▲ health, education and employability services; and
- ▲ other statutory services such as Department of Works and Pensions (welfare reform and benefits information).