

Privacy Notice for One Stop Shop Clients

What we need

Hjaltland Trading Limited (Hjaltland) will be a "controller" of the personal information that is provided to us when you apply for services, including:

- Service request form,
- Direct communication via letter, email, etc.
- Referrals from 3rd parties;
 - NHS; Allied Health professionals including, but not limited to, GP's, Nurses, Occupational Therapists
 - Shetland Islands Council – i.e. Occupational Therapists, Social Work, Support at Home
 - Friends, relations, landlords

We may ask you for, gather and hold the following personal information:

- Personal details
 - Name,
 - Address,
 - Email address,
 - Phone number,
 - Date of birth,
 - Details of other members of the household,
 - Next of kin,
 - Employment information (occupation and employer),
 - National Insurance details,
 - Forms of identification (e.g. Driving Licence/Passport),
 - Title deeds of property to be adapted,
 - Marriage Certificate (when titles have not been changed following marriage),
 - Name & Address of property owner (if not grant applicant),
 - Croft number,
 - Crofting Landlord,
 - Photographs,
 - Gender,
- Financial details
 - Bank account number and sort code,
 - Income and expenditure,
 - Pension,
 - Welfare Benefit details,
- Equality information
 - Disability status,
 - Support needs requirements,
 - Ethnic origin,
 - Race,
 - Religious beliefs,
 - Sexual orientation,
- Health information
 - Occupational Therapy reports,
 - Doctor reports/recommendations.

Some of the information we collect about you may include Special Categories of Personal Data (as defined by the Data Protection Legislation).

Why we need your personal information

Contractual purposes

We need to collect your personal information so that we can assess your eligibility for and manage the services we provide. We will use your personal information for the following purposes:

- consider your service request,
- manage your services, including but not limited to repairs,
- process payments, and
- act as your agent in liaising with third party agencies such as the Planning Department.

If you do not provide us with all of the personal information that we need to collect then this may affect our ability to provide the full service you require.

Legal obligations

We are under a legal obligation to process certain personal information relating to our clients for the purposes of complying with our obligations under:

- the Scottish housing legislation,
- the Protection of Vulnerable Groups (Scotland) Act 2007, and
- the Equality Act 2010, which requires us to process personal information to make reasonable adjustments where necessary.

Legitimate purposes

We also process your personal information in pursuit of our legitimate interests to:

- issue communications to our clients regarding services, etc.
- undertake research to improve our services,
- prevent, detect and prosecute fraudulent, criminal or other inappropriate behaviour, and
- to ensure the safety and security of you and others.

Where we process your personal information in pursuit of our legitimate interests, you have the right to object to us using your personal information for the above purposes. If you wish to object to any of the above processing, please contact us. If we agree and comply with your objection, this may affect our ability to undertake the tasks above for the benefit of providing you with a house and managing your tenancy if successful.

Use of special categories of personal data

We are required to use your personal information relating to your health, racial or ethnic origin, religious beliefs, sexual orientation, and criminal offences or convictions:

- for equality monitoring purposes as required by the Scottish Housing Regulator. We will process such personal information to identify and keep under review the existence or absence of equality of opportunity or treatment between groups of people within the same categories to promote or maintain equality within Hjalmland,
- where we have a function under law and it is in the public interest,
- to prevent or detect any unlawful acts, and
- comply with the terms of our insurance.

Other uses of your personal information

We may ask you if we can process your personal information for additional purposes. For example, in the newsletter, on the website, etc., and will use any additional personal information in accordance with this privacy notice or provide you with an additional privacy notice.

Who we share your personal information with

We may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. Such organisations including the Contractors, Consultants, NHS Shetland, Shetland CAB, Integrated Joint Board and Shetland Islands Council for the purposes of, for example, complying with tax requirements where applying for zero rated work, statutory applications including planning permissions, authorising works, obtaining design work and tenders and processing payments on your behalf.

We may also share personal information with our professional and legal advisors for the purposes of taking advice and in the event of proposed or actual legal claims.

Hjaltland may be required to publish personal information to meet the Scottish Housing Regulator's regulatory requirements or our legal obligations under the freedom of information legislation. Hjaltland will only publish your personal information where we believe it is lawful.

Hjaltland employs third party suppliers to provide services, including IT, Internal and External Auditors. These suppliers may process personal information on our behalf as "processors" and are subject to written contractual conditions to only process that personal information under our instructions and protect it.

In the event that we do share personal information with external third parties, we will only share such personal information strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes.

How we store your personal information

Your personal information is stored in a secure, lockable filing room and on our electronic filing system and servers based in the UK and is accessed by our employees for the purposes set out above.

Where your personal information is transferred outwith the EU, we will provide you with information regarding the safeguards that we have put in place with the recipient country to protect your personal information.

How long we keep your personal information

We will only keep your personal information for as long as necessary to comply with our legal obligations and to safeguard Hjaltland in the event of any claims, complaints, litigation, enquiries or investigations during or following the termination of your tenancy. Unless you ask us not to, we will review and possibly delete your personal information in line with the document retention tables included within our Data Protection policy.

We will keep certain personal information of members for longer in order to confirm your identity and how long you were a tenant of Hjaltland. We need to do this to allow us to provide a reference for you to a future landlord or in the event of a claim against Hjaltland.

We have document retention tables included within our Data Protection policy that set out the periods for retaining and reviewing all information that we hold. The tables set out different retention periods and you can request a copy at any time.

Your rights

You can exercise any of the following rights by writing to the Chief Executive at 2 Harbour Street, Lerwick, ZE1 0LR (mail@hjaltland.org).

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that we hold about you by making a "subject access request",
- if you believe that any of the personal information that we hold about you is inaccurate or incomplete, you have a right to request that we correct or complete your personal information,
- you have a right to object to and/or request that we restrict the processing of your personal information for specific purposes,
- if you wish us to delete your personal information, you may request that we do so, and
- if you would like to obtain the personal information that we hold about you to reuse it for your own purposes, you may request that we do so.

Any requests received by Hjaltland will be considered under applicable Data Protection Legislation. If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office at www.ico.org.uk