



**LOCHABER
CARE & REPAIR**

Lochaber Care & Repair Fair Processing Notice Clients

Who are we?

Lochaber Care & Repair, 101 High Street, Fort Willim, PH33 6DG, a Scottish Charity (Scottish Charity Number SCO38727), having their Registered Office at 101, High Street, Fort William, PH33 6DG. Lochaber Care & Repair is a subsidiary company of Lochaber Housing Association Ltd.

We are registered as a Controller with the Office of the Information Commission (IC) and are the controllers of any personal data that you provide to us.

Lochaber Care & Repair (LCR) – IC Registered number – ZAA078489

Our Data Protection Officer is Jenny MacKay.

Any questions relating to this notice and our privacy practices should be sent to:

The Data Protection Officer
Lochaber Housing Association Ltd
101 High Street
Fort William, PH33 6DG
Or email: DPOLHAGroup@lochaberhousing.org.uk

How we collect information from you

We collect information about you when you contact us or submit an application for information, assistance and support and become a client of LCR.

What information we collect from you

When you contact us or submit an application for information, assistance and support and become a client of LCR, we may collect the following information:

- your name, address, email address, date of birth, contact telephone numbers, signature;
- your gender, marital status, employment status, housing status;
- your bank account number, sort code, card details, benefit details, rent & mortgage payment amounts, grant applications and details;
- health and medical needs, carer details, power of attorney details;

- retain anonymised protected characteristics data, as defined by Equality Act 2010 (Age, disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex and Sexual orientation);
- household/family composition; date of birth, contact details, gender, relationship of all household members and a record of relevant health and medical needs;
- correspondence between you and LCR, including records and details of complaints and repairs;
- photographs of you used for LCR publicity purposes and proof of identification; and
- information collected through surveys;
- your image and voice recording in photographic and video form; and
- your voice recording when telephoning one of our contact numbers.

We may also receive information regarding your health and any property adaptation requirements from your GP or Occupational Therapist and confirmation of your benefit details from the relevant benefit agency.

When you are a household or family member of one of LCR's clients, we may collect your personal data including age, gender, and relationship to client, employment and equalities information for the purposes of completion of a grant application.

Why we need your personal information and how it will be used

We need to collect your personal information so that we can supply you with a service and apply for grant assistance. We will use your personal information to:

- supply you with advice, information and support appropriate to your needs;
- assist you with grant applications to the Scheme of Assistance and to charities which may support you;
- provide communications to our clients regarding services and changes to services;
- for training and monitoring of telephone calls (not all telephone calls will be recorded).

If you do not provide us with all of the personal information that we need to collect then this may affect our ability to effectively assist you within the contractual obligations set out in the Highland Council's Scheme of Assistance and contractual agreement with NHS Highland where appropriate.

Lawful processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We may process your personal data under the following lawful basis:

- Performance of a contract
- Consent
- Performance of a task in the public interest and / or with official authority

- Legal obligation
- Vital Interests
- Legitimate interests
- Recognised Legitimate Interests

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 the Data Protection Officer at 101 High Street, Fort William, PH33 6DG or emailing:

DPOLHAGroup@lochaberhousing.org.uk

If we agree and comply with your objection, we can no longer process your personal information for the above purposes unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is to establish, exercise or defend legal claims.

Use of special categories of personal data

Where we are required to use your personal information relating to your health, racial or ethnic origin, religious beliefs, sexual orientation, and information relating to alleged or actual criminal behaviour, we will apply one of the lawful bases above **and** under one of the following conditions:

- Explicit Consent for specific purposes;
- It is necessary to comply with obligations re employment or social security;
- It is necessary to protect vital interests of the data subject;
- It is necessary for the establishment of, exercise or defence of legal claims;
- It is necessary for reasons of substantial public interest; or
- For equality monitoring purposes as required by the Scottish Housing Regulator. We will process such personal information for equality monitoring purposes 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 the LHA Group. (This information is always collected anonymously.)

Sharing of your information

The information you provide to us will be treated by us as confidential. We may disclose your information to other third parties who act for us for the purposes set out in this notice and for the purposes of complying with our regulatory reporting requirements, public safety & protection and duty of care (including concerns for the welfare of clients and/or their household). These include:

- If we enter into a joint venture with or merged with another business entity, your information may be disclosed to our new or prospective business partners or owners;
- LHA holds a list of Approved Contractors who provide services, including repairs contractors to make repairs to your property, undertake safety checks, or make any required adaptations as required by you. 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.

- Information may be disclosed to Police Scotland, The Highland Council, Scottish Fire & Rescue Service, LHA's Solicitor, Scottish Public Service Ombudsman, and other regulatory bodies;
- We may pass your information to our third-party service providers, suppliers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf;
- If we are pursuing debts we may share your basic information with a third-party agency to assist in the recovery of those debts;
- If you are using an advice or advocacy service (such as a solicitor or advice agency) we will share relevant information with them where it is necessary to progress your case;
- If you work with a support provider, we will share relevant information to help with that support work;
- If required by a regulatory body, such as the Scottish Housing Regulator, Financial Conduct Authority or the Office of the Scottish Charity Regulator.

In the event that we do share personal information with external third parties, including but not limited to our other group companies Lochaber Housing Association and Lochaber Housing Association Property Services CIC, 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.

Unless we have a lawful basis for disclosure, we will not otherwise share any of the information you provide to us without your consent.

Transfers outside the UK

Your information is currently only stored within the UK (Fife and Edinburgh).

Where information is transferred outside the UK, we will ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe, either in hard copy in secure lockable filing cabinets, on our electronic filing system and on our servers based in the UK, and is only accessed by our employees for the purposes set out above.

Use of Generative Artificial Intelligence (GenAI) and Automated Decision Making Technologies

The LHA Group recognises the potential benefits of GenAI in improving administrative efficiency, supporting staff productivity, and enhancing access to information. This is covered in detail in the AI Usage Policy.

Automated decision-making technologies are not used by the LHA Group and there is currently no intention to adopt any.

How long we will keep your 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.

After which this will be destroyed if it is no longer required for the reasons it was obtained.

Our full retention schedule is available upon request by emailing:

DPOLHAGroup@lochaberhousing.org.uk

Your rights

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 (in certain circumstances);
- make a request to 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.
- In addition, you have certain rights where we use automated decision making in respect of you or your personal data and we will inform you of any such processing and those rights should we use any such processes. (However, we do not intend using automated decision-making processes.)

You should note that your rights under the UK GDPR and 2018 Act are not absolute and are subject to qualification.

If you would like to exercise any of your rights above, please contact us at:

The Data Protection Officer
Lochaber Housing Association Ltd
101 High Street
Fort William, PH33 6DG

Or email: DPOLHAGroup@lochaberhousing.org.uk

Data protection complaints

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

The Data Protection Officer
Lochaber Housing Association Ltd
101 High Street
Fort William, PH33 6DG

Complete the Online Complaints Form: <https://www.lochaberhousing.org.uk/data-protection-complaints/>

Or email: DPOLHAGroup@lochaberhousing.org.uk

For guidance on this, please refer to the document 'Guide to Making a Data Protection Complaint'.

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

The Information Commission – Scotland
6th Floor, Quatermile One
15 Lauriston Place
Edinburgh, EH3 9EP
Telephone: 0303 123 1113
Email: 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 email address and other contact details.