



Sustainable homes, flexible services, vibrant communities



DATA PROTECTION

Data Protection – Your Right to Privacy and Confidentiality

We collect and hold a range of “personal information” about our tenants, residents and other service users. We do this for a number of legitimate reasons as part of our everyday business and service delivery activities. There are strict laws however, regarding how we collect, store and use such information.



You may have heard of “The Data Protection Act.” If so, you’ll perhaps know that this important law aims to protect your right to privacy and confidentiality. It does so by giving you certain rights in relation to how information about you is gathered, used, recorded and shared by companies and organisations.

This leaflet explains a bit more about Data Protection, how it affects you, and what we do to ensure we meet the legal requirements and demonstrate good practice.

What we must do

Under the terms of the Data Protection Act, we are a “Data Controller.” This means we must register with the national Information Commissioner and supply details of our reasons for holding personal information. Our registration details are publicly available at www.ico.gov.uk. We are required to keep these details up to date.

There are general principles that determine how we handle information. These state that through our regular activities, data must be:

- Fairly and lawfully collected and processed
- Only used for limited, clear and well explained purposes
- Adequate and relevant to our needs and not excessive in detail

- Accurate and up to date
- Not kept longer than necessary
- Processed in accordance with your rights
- Securely stored

Your rights

The Data Protection Act, gives you a specific right to:

- Access personal information that we hold about you
- Prevent us from processing information about you, if this is likely to cause damage or distress
- Prevent us from processing information about you for direct marketing purposes
- Object to decisions made through computerised systems (where there is no human involvement)
- Claim compensation for damage or distress caused by a breach of the Act
- Have any inaccurate information about you changed, blocked, erased or destroyed

When we collect information from you

The law says we must tell you why we are collecting your personal information.

For this reason, we have produced a Customer Data Protection Notice. This sets out the main ways we will use your personal information. We will provide you with a copy of this prior to collecting or recording information about you. You will be asked to sign this to confirm that you are happy for your personal information to be collected and processed for the purposes given. All other forms that we use to collect information carry a data protection notice that summarises what we will do with the information requested.

From time to time we may ask you to provide what is known as “sensitive personal information.” This is information about your racial background; your religious or political beliefs; your medical status; or any criminal convictions. We will only do this where absolutely necessary, and will make separate arrangements to get your explicit consent to do so.

Accessing information that we hold

You can ask to see any information that we hold about you. This is one of the main rights the Data Protection Act gives you. This includes details held in our files relating to you and your tenancy or occupancy. If you wish to see a copy of information that we hold about you, you should make your request in writing. We have attached a form at the end of this leaflet which you can use for this purpose.

It is important that you give your name and address and describe the specific information that you would like from us. We respond to all written requests within 40 days – normally to provide you with the information you asked for. You may be asked to pay a fee of up to £10 before we release the information.

Sharing information with others

Due to the nature of our work, we need to share information about our tenants and other customers with a variety of other organisations such as housing maintenance contractors. There are also some agencies that process personal information on our behalf. We are allowed to share information about you with other organisations provided we have a valid, legal reason for doing so. Normally we must have told you about our intention in advance.

The Customer Data Protection notice contains information about this. By signing it you are agreeing to your information being shared with or processed by a limited number of other organisations. We have arrangements in place to ensure that these organisations will use your personal information in accordance with the law – and in particular that they’ll keep it secure.

You should note that we will not pass your information to companies that are involved in any form of marketing activity or to others who cannot demonstrate a reasonable and valid need to obtain your information.

Can you see information about members of your family if they are a customer of Caledonia Housing Association?

Generally speaking, you cannot see information about other people unless they have given their consent, or that we think it is reasonable for you to see the information. This includes information about members of your family who are a customers of Caledonia Housing Association. However, in certain circumstances if you are a member of an elderly person’s family, you may have been granted legal powers to see information about a family member. In these situations, we will check that the permissions are genuine before providing you with any information.

Want to find out more?

Further information about Caledonia is available in various ways. We have a dedicated Customer Services Centre and you can speak to a member of staff there by telephoning 0800 678 1228

Alternatively, email: info@caledoniaha.co.uk.

You may prefer to visit our website: www.caledoniaha.co.uk or come to see us in person at our area offices in Perth or Dundee: 5 South St. John's Place, Perth, PH1 5SU or 118 Strathern Road, Broughty Ferry, Dundee, DD5 1JW

Information in Other Formats

If you have difficulty in reading or understanding English and require help in translating or interpreting any information that Caledonia Housing Association provides, or if you have other special requirements and need further help, please ask at reception or contact us on 0800 678 1228.

BENGALI

যদি ইংলিশ পড়তে বা বুঝতে আপনার অসুবিধা হয় এবং Caledonia হাউসিং অ্যাসোসিয়েশন থেকে প্রদান করা যে কোন তথ্যের অনুবাদ বা দোভাষীর সাহায্য প্রয়োজন, অথবা আপনার অন্য কোন বিশেষ প্রয়োজন আছে এবং আরো সাহায্য চান তাহলে অনুগ্রহ করে রিসেসপশানে বলুন অথবা ফোনে যোগাযোগ করুন না. (01738) 678 1228

CHINESE

如果你在閱讀或明白英文方面有困難，需要翻譯或傳譯 Caledonia 房屋協會提供的任何資訊，或者你有其他特別的要求，需要進一步的支援，請到服務臺詢問或者致電 0800 678 1228 與我們聯絡。

HINDI

यदि आपको इंग्लिश पढ़ने या समझने में कठिनाई है और आप Caledonia हाउसिंग एसोसिएशन से प्रदान की गयी किसी जानकारी को समझने के लिये अनुवाद या दोभाषी की मदद चाहते हैं, या फिर आपकी अन्य विशेष जरूरतें हैं और मदद चाहिये, तो कृपया रिसेप्शन पर कहें या टेलीफोन से सम्पर्क करें न. 0800 678 1228

PUNJABI

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇੰਗਲਿਸ਼ ਪੜ੍ਹਨ ਜਾਂ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੁੰਦੀ ਹੈ ਅਤੇ Caledonia ਹਾਊਸਿੰਗ ਐਸੋਸੀਏਸ਼ਨ ਵੱਲੋਂ ਪ੍ਰਦਾਨ ਕੀਤੀ ਗਈ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵਿਚ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਜਾਂ ਇੰਟਰਪਰੈਟੇਸ਼ਨ ਲਈ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਹਾਡੀਆਂ ਕੋਈ ਹੋਰ ਲੋੜਾਂ ਹਨ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਰੀਸੈਪਸ਼ਨ ਤੇ ਪੁੱਛੋ ਜਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ 0800 678 1228

URDU

اگر آپ کو انگلش پڑھنے یا سمجھنے میں مشکل پیش آتی ہے، اور Caledonia ہاؤسنگ ایسوسی ایشن جو انفارمیشن مہیا کرتی ہے اس کا ترجمہ یا زبان ترمیم کرنے میں، یا پھر آپ کی کوئی اور خاص ضروریات ہیں اور آپ کو مزید مددکار ہے تو براہ کرم ہماری ریکشن پروجیکٹس یا ایم سے فون نمبر 0800 678 1228 پر رابطہ کریں۔

POLISH

Tłumaczenia: Jeżeli masz trudności w czytaniu bądź rozumieniu języka angielskiego i potrzebujesz pomocy w tłumaczeniu jakichkolwiek informacji, które oferuje Związek Mieszkaniowy Caledonia (Caledonia Housing Association) lub jeżeli masz inne, szczególne wymagania i potrzebujesz pomocy- należy pytać w recepcji lub skontaktować się z Nami na numer: 0800 678 1228.

Keeping our records up to date

It is important that the information we hold about you is accurate and up to date. If any of your personal circumstances change, it might mean the information we hold about you is incorrect.

Please let us know as soon as any of the details we hold about you change.

Information request form

Name _____

Address _____

Telephone number(s) _____

Email _____

Caledonia Housing Association holds personal information about me. Please supply me with a copy of the following specific information, which I am entitled to under Section 7(1) of the Data Protection Act (1998):

Declaration

I confirm that the above is an accurate description of the information I wish to access. I understand that details of my request will be held on Caledonia Housing Association's Register of Information Requests. I also understand that, where my request is complied with, I may be required to pay a fee of up to £10 prior to the information being released.

Signed _____ Date _____

Disclaimer

This leaflet only offers a summary of the duties placed on Caledonia Housing Association by the Data Protection Act 1998, and of your rights under the Act. Caledonia Housing Association cannot be held liable for any errors contained in this leaflet.



HAPPY TO TRANSLATE



enquiries@caledoniaha.co.uk
www.caledoniaha.co.uk

Dundee Area Office
118 Strathern Road
Broughty Ferry
Dundee DD5 1JW
Tel: 0800 678 1228

Perth Area Office
5 South St. Johns Place
Perth
PH1 5SU
Tel: 0800 678 1228