

General Data Protection Regulation (GDPR) and Freedom of Information (Scotland) Act 2002 (FOISA)

Putting People 1st

This document provides you with information on data protection and freedom of information. It details how we manage your personal information and your rights to request information from us.

Data Protection

Pineview Housing Association Limited is a controller of personal information for the purposes of the General Data Protection Regulation (GDPR) and Data Protection Act 2018 which means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information.

Our Data Protection Officer

We were among the first housing associations in Scotland to have appointed a Data Protection Officer (DPO) when the General Data Protection Regulation (GDPR) applied from 25 May 2018.

Our DPO is Daradjeet Jagpal and he is an external consultant from an organisation called Information Law Solutions, who work with a number of other housing associations in Scotland.

Daradjeet advises the Association on the GDPR, checks we are complying with it and delivers data protection training to staff. He helps us with data protection risk assessments and deals with requests from individuals, including when they ask us for a copy of the personal information we hold about them.

Your information, Your rights

The General Data Protection Regulation (GDPR) has applied since 25 May 2018. One of the biggest changes introduced by GDPR was the requirement for us to tell you about the rights that you have when it comes to the information that we hold about you.

Under certain circumstances, the GDPR gives you the following rights:

- ✓ The right to be informed about how we hold and use your personal information.
- ✓ The right to request a copy of your personal information and to check that we are holding and using it in line with legal requirements.

- ✓ The right to request correction of any incomplete or inaccurate personal information that we hold about you.
- ✓ The right to request deletion of your personal information where there is no good reason for us continuing to hold and use it or where you object to us holding and using it.
- ✓ The right to have our use of your personal information restricted where, for example, it is incorrect and you have asked for it to be corrected.
- ✓ The right to stop us from using your personal information altogether if we have committed a breach of the GDPR.
- ✓ The right to have your personal information transferred to another organisation.

Details of how we use your information, how we maintain the security of your information, and your rights to access information we hold on you, can be found on our website <https://www.pineview.org.uk/data-protection/>. The documents outline what to expect when we process your personal information.

The Information Commissioner (ICO) is also a source of further information about your data protection rights.

Telephone: 0303 123 1113

Website: <http://www.ico.org.uk/>

Freedom of Information

We are committed to ensuring openness and transparency and being accountable in carrying out our activities as a registered social landlord in Scotland.

The Freedom of Information (Scotland) Act 2002 (FOISA) gives you the right to ask us for information about the housing services that we deliver and for information that we have provided to the Scottish Housing Regulator about our financial wellbeing and governance. You can also ask us for the environmental information that we hold under the Environmental Information (Scotland) Regulations 2004 (EISRs).

Our publication scheme is a way of directing people to information that we already make publicly available. If you want to ask us for information, our publication scheme may contain some or all of the information that you require. You can find our publication scheme on our website: <https://www.pineview.org.uk/publication-scheme---guide-to-information/>.

We also publish a disclosure log which details the information we have made available in response to requests considered under the Freedom of Information (Scotland) Act 2002 or Environmental Information (Scotland) Regulations 2004. You can view our disclosure log on our website <https://www.pineview.org.uk/disclosure-log/>.

If the information you wish to access is not included in our publication scheme or otherwise published by us, you may submit a request under FOISA or the EISRs to us and we must provide it to you, unless an exemption applies. Your request does not have to explain why you want the information, but it may help us to deal with your request more satisfactorily.

Other things to keep in mind when making your request are:

- ✓ Keep your request separate from any correspondence which deals with other issues to allow us to identify your request and respond quickly, separately from any other issues.
- ✓ Keep your request polite, as we can refuse to comply with requests containing inappropriate or abusive language.
- ✓ You can only ask us for recorded information that we hold. If you ask us for an opinion on an issue, this may not be recorded and your request may be refused.
- ✓ Ask us for advice and assistance in preparing your request, if you are experiencing any difficulties.
- ✓ Focus on the information that you really need and keep your request simple.
- ✓ Be as specific as you can (including dates, if possible) when describing the information you wish to access. Wide-ranging and vague requests may result in the response taking longer or your request being refused on cost grounds.
- ✓ Submit your request to our dedicated contact address pineviewdpo@informationlawsolutions.co.uk to ensure your request is directed to the correct person quickly.
- ✓ Provide a telephone number in case we need to contact you about your request.

You can send your request to anyone at Pineview HA, including our Data Protection Officer, Daradjeet Jagpal. Daradjeet can be contacted by: e-mail at pineviewdpo@infolawsolutions.co.uk; telephone on 07575 838 625; or writing to: The Data Protection Officer, Pineview Housing Association Limited, 5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR

Please let us know what you think

We always welcome feedback from our customers. If you would like any further information on data protection and freedom of information, or any other matter, please simply contact us by:

- ✓ telephoning 0141 944 3891 to speak to a member of our team.
- ✓ texting us on 0741 834 7038 and a member of our team will call you back.
- ✓ emailing us at mail@pineview.org.uk
- ✓ use our Contact Us form on our website www.pineview.org.uk/contact-us/
- ✓ find us on Facebook www.facebook.com/pineviewhousing or
- ✓ writing to us at Pineview Housing Association, 5 Rozelle Avenue, Glasgow G15 7QR.



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