

Lochaber Care & Repair

Privacy Notice – Clients

What we need

Lochaber Care & Repair (LCR) will be a "controller" of the personal information that you provide to us when you submit an application for information, assistance and support and become a client of LCR, unless otherwise stated in this privacy notice.

When you apply for information, assistance and support, and contact LCR in relation to your enquiry/application, we collect the following personal 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;
- your support needs, perceived disability status, carer details, power of attorney details;
- retain anonymised equality information, including age, ethnic origin and disability;
- household/family composition; date of birth, contact details, gender, relationship of all household members and a record of relevant health needs or disabilities;
- 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 and competitions.

We may also collect the following personal information:

- your image in photographic and video form for video conferencing facilities (such as Microsoft Teams or Zoom); 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 – contractual purposes

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.

Why we need your personal information – legal obligations

We are under a legal obligation to process certain personal information relating to clients and members of clients' households for the purposes of complying with our obligations under the Equality Act 2010, which requires us to process personal information to make reasonable adjustments where necessary.

Why we need your personal information – legitimate purposes

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

- undertake research to improve our services;
- publicity purposes in either our newsletter or our website, or wider release; and

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, this may affect our ability to undertake the tasks above resulting in a restriction of service, which might have an impact on our ability to consider an application for information, assistance and support.

Why we need your personal information – special categories

We are required to use your special categories or sensitive personal information relating to your health where one of the lawful bases above applies and under one of the following conditions:

- explicit consent (in limited circumstances);
- for health or social care purposes, including major and minor adaptations, Telecare services, Handyperson services, Community Equipment Services and Dementia services;
- for the purposes of preventing or detecting criminal acts or fraud;
- for providing support where you have a particular disability or medical condition;
- to protect your or another individual's vital interests where you are unable to provide consent; and
- for reasons of public interest in the area of public health, including to protect against serious cross-border threats to health (such as COVID-19), where the processing is by a health professional or under a duty of confidentiality.

We also use your personal information relating to your age, marital status, gender, sexuality, ethnicity, religion, disability for equality monitoring purposes and to make reasonable adjustments as required by the Equality Act 2010.

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 LCR.

Other uses of your personal information

We may ask you if we can process your personal information for additional purposes. Where we do so, we will provide you with an additional privacy notice with information on how we will use your information for these additional purposes.

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 include the Highland Council, the Scottish Public Services Ombudsman, Police Scotland, NHS Highland, Scottish Fire and Rescue Service and third sector agencies 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).

We may also share personal information with our professional and legal advisors for the purposes of taking advice and, in the event of legal claims, as well as our internal and external auditors where required. These organisations will become "controllers" of your personal information upon receipt in most cases and you should refer to their privacy notices / policies for further details on how they will use your personal information.

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.

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

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

If we are required to transfer your personal information 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 provide you with support and assistance related services and to safeguard LCR in the event of any claims, complaints, litigation, enquiries or investigations during or following the termination of your tenancy agreement.

We have a data retention policy that sets out the periods for retaining and reviewing all information that we hold. This sets out different retention periods and you can request a copy by contacting us at DPOLHAGroup@lochaberhousing.org.uk

Your rights

You can exercise any of the following rights by writing to the Data Protection Officer at 101 High Street, Fort William, PH33 6DG or emailing DPOLHAGroup@lochaberhousing.org.uk. We have appointed Harper Macleod LLP as our Data Protection Officer who should be contacted using the contact details above.

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 the personal information that we hold about you, 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 LCR 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