

LOCHABER HOUSING ASSOCIATION GROUP

Privacy Notice - Members and Board/Committee Members

The LHA Group of Companies are as follows:

Lochaber Housing Association Ltd – ICO Registered number – Z9955654

Lochaber Care & Repair Ltd – ICO Registered number – ZAA078489

Lochaber Housing Association Property Services C.I.C. – ICO Registered number – ZA078484

LHA Customer Services are responsible for handling your personal details within the remit of your membership. The purpose of this privacy notice is to explain to you the reasons for which we will hold and use your personal data and explain your rights under the current data protection laws.

The Lochaber Housing Association Group (LHA Group) will be a "controller" of the personal information that you provide to us when you apply for and/or become a member or board member of the LHA, Group unless otherwise stated in this privacy notice.

When you apply for and become a member or board member of the LHA Group, we collect the following personal information:

- your name, address, email address, date of birth, contact telephone numbers, signature;
- your connection to the LHA Group and eligibility to become a member or board member;
- equality information relating to your gender, age, marital status, sexual orientation, ethnicity, religion/belief, disability; and
- notices, agendas, minutes and reports for meetings.

When you apply for and become a board member of the LHA Group, we also collect the following personal information:

- details required under the LHA Group's entitlements, payments and benefits policy, including gift register details, annual and ad hoc declaration of interests, use of suppliers;
- signed code of conduct;
- your image and voice recording in photographic and video form, for example but not limited to video conferencing facilities; and
- your voice recording when telephoning one of our contact numbers.

Why we need your personal information – contractual obligations

When you become a member or board member of the LHA Group we may need to process your personal data in order to comply with our Rules or Articles of Association (which form our constitution). Such processing includes:

- payment of expenses to board members;
- issue communications to keep you informed about the LHA Group;
- produce anonymised statistical reports on the makeup of LHA's membership and to monitor membership representatives;

- publication on our website of name/photo and minutes which will include Board members' names;
- to communicate with you remotely, including via video conference facilities (such as Microsoft Teams or Zoom); and
- for training and monitoring of telephone calls (not all telephone calls will be recorded).

Why we need your personal information – legal obligations

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

- the Co-operative and Community Benefit Societies Act 2014, Charities and Trustee Investment (Scotland) Act 2005 and the Companies Act 2006 to maintain a register of our members and board members, which includes our members and board members' name, address, the date they were admitted to membership and the date on which they ceased to be our member or board member, and hold general meetings, including issuing notices and voting arrangements;
- the Equality Act 2010, which requires us to process personal information to make reasonable adjustments where necessary;
- the Housing (Scotland) Act 2010, which requires us to report certain statistical data on our board members to the Scottish Housing Regulator;
- the Community Interest Company Regulations 2005, in relation to any requirements of the Office of the Regulator of Community Interest Companies; and
- the Freedom of Information (Scotland) Act 2002, in relation to the LHA Group's Model Publication Scheme and our obligations to respond to requests for information under that Act.

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; and
- for publicity purposes in either our newsletter or our website, or wider release.

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 or emailing DPOLHAGroup@lochaberhousing.org.uk

If we agree and comply with your objection, this may affect our ability to undertake the tasks above for the benefit of your membership.

Why we need your personal information – equality monitoring requirements

We use your personal information relating to your gender, age, marital status, sexual orientation, ethnicity, religion/belief, disability under 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 the LHA Group.

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 Scottish Housing Regulator, the Office of the Scottish Charity Regulator, Companies House and the Office of the Regulator of Community Interest Companies for the purposes of complying with statutory reporting requirements and evidencing the composition of our membership and board. 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.

The LHA Group is subject to the terms of the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 in relation to our public activities. Accordingly, we are required to publish certain information, which may include your personal information, in order to comply with the terms of this legislation. Publication includes through the LHA Group's Model Publication Scheme, available on the LHA Website and in response to individual requests for information.

The LHA Group employs third party suppliers to provide services, including IT, video conferencing applications (Microsoft Teams and Zoom). 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.

We may share personal information with:

- our professional and legal advisors for the purposes of taking advice and in the event of legal claims; and
- our internal and external auditors, where required.

These organisations will also be "controllers" of the 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.

In addition, we may also share board member personal information with:

- lenders, merchants and banks for reference and audit purposes when required to do so by Money Laundering legislation; and
- training providers.

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 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 administer your membership and/or board members in line with the LHA Group Rules and Articles of Association, policies and procedures, and

to safeguard the LHA Group in the event of any claims, complaints, litigation, enquiries or investigations during or following the your time as a member or board member.

We will keep certain personal information of board members for longer in order to keep a record of changes in our board and sub-committee composition over time. This will include the names of board members, along with the dates on which they entered and left office, and a register of office bearers' names, address and dates of office. We need to do this to demonstrate that our board and sub-committees have been properly and continuously constituted in accordance with our rules.

We are also legally required to permanently maintain a register of all members and board members under the Co-operative and Community Benefit Societies Act 2014. The details retained will be: name; postal address; email address (if notified); number of shares and amount paid; statement of property; date entered as member; and date membership ceased (if applicable).

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 Data Protection Officer at 101 High Street, Fort William or emailing DPOLHAGroup@lochaberhousing.org.uk

Your rights

You can exercise any of the following rights by writing to the Data Protection Lead at 101 High Street, Fort William, PH33 6DG or by emailing: DPOLHAGroup@lochaberhousing.org.uk 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 the LHA Group 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