



How we use your information - Tenants

Hillcrest Homes (Hillcrest) is a data controller for the purposes of the Data Protection legislation and is registered with the Information Commissioner's Office (ICO).

We are committed to protecting your personal information and this notice describes the ways in which Hillcrest uses your personal data as a tenant.

How we collect information about you

We collect information directly from you and from relevant third parties, including third parties who may be acting on our behalf. The data is collected as and when required from third parties, and includes information from:

- Other landlords;
- Local Authority departments;
- Support Agencies;
- The Department for Work and Pensions;
- Occupational Health providers;
- Police Scotland;
- Solicitors;
- Other tenants and members of the public;
- External contractors;
- MPs MSPs and Councillors.

How we use your information

We use your information for the following purposes under the following lawful bases.

To carry out the terms of your tenancy agreement:

- to assess the suitability of allocation, including referral to any relevant support services;
- to manage any change requests relating to your tenancy and/or household;
- to maintain or make necessary repairs or improvements to your property;
- to investigate complaints, including those of anti-social behaviour;
- to monitor your rent account;
- to contact you in relation to various aspects of your tenancy.

To comply with our legal obligations:

- to manage risk for our tenants, service users and staff;
- to ensure we meet our obligations as a landlord;
- to report any criminal acts or security threats to the appropriate authority.

Where it is necessary to protect your vital interests:

- to respond to emergency situations

Where we have your consent:

- to publish your image to promote and market our activities;
- to share your details with relevant third parties on your behalf;
- to share your information with our Tenant Participation team regarding improvements to services.

Where it is in our legitimate interests or the legitimate interests of a third party:

- to provide information to Energy Suppliers so Hillcrest and tenants are billed correctly for all energy supplies used, especially at times when tenancies change hands;
- to carry out tenant surveys so Hillcrest can gather information for regulatory reporting purposes and also to identify good practice, trends and areas for improvement;
- to promote other external services and organisations where this may prove of use or benefit to you.
- to identify and contact you with further information which is of relevance to your tenancy. For example, information about new welfare benefits.

How we share your information

We may share information with the following third parties for the purposes set out above:

- Local Authorities;
- Other Landlords;
- Solicitors;
- The Department for Work and Pensions;
- Support Agencies;
- Emergency Services;
- Energy Suppliers;
- Contractors engaged by the Hillcrest, including maintenance contractors, surveyors, market research companies and printing companies;
- Debt Recovery Services;
- Charities;
- Medical Practitioners;

- Scottish Public Services Ombudsman;
- Insurance Providers;
- Regulators

How we safeguard your information

We maintain physical, electronic and procedural security measures to ensure your personal information is treated responsibly, to protect your information from access by unauthorised persons and to protect against unlawful processing, accidental loss, damage and destruction.

How long we will keep your information

We will only keep your personal data for as long as is deemed necessary and will keep it in line with our retention schedules. The relevant sections of our retention schedules can be found within the [Resources](#) section of the Hillcrest website. If you do not have internet access, a physical copy can be provided on request.

Your rights

Under the General Data Protection Regulation you have the following rights in relation to the use of your personal data:

- The right to be informed;
- The right of access;
- The right to rectification;
- The right to erasure;
- The right to restrict processing;
- The right to data portability;
- The right to object;
- Rights in relation to automated decision making and profiling.

Some of these rights will not apply in all circumstances and some may not relate to the processing carried out by Hillcrest. For further information on your rights, please see the following page on the ICO's website: <https://ico.org.uk/your-data-matters/>.

How you can access your information

If you wish to request access to your personal data, please email informationgovernance@hillcrest.org.uk or write to:

Information Governance Adviser
Hillcrest Homes
1 Explorer Road
Dundee
DD2 1EG

For further information please see the ICO's guidance on requesting your personal information which is available on their website (<https://ico.org.uk/your-data-matters/your-right-of-access/>).

CCTV

Where relevant, signage will be in place to advise that CCTV is in use. This will generally be for public safety and/or for the prevention and detection of crime.

Lodging a complaint

If you are unhappy with the way Hillcrest has handled your personal data, you have the right to lodge a complaint with the ICO. To lodge a complaint, please see the ICO's website (<https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>).

If you would like to find out more about how we use your personal data or wish to exercise any of your rights, please contact us by phoning 0300 123 2640 or by email at customerservice@hillcrest.org.uk. Alternatively, you can contact our Data Protection Officer using informationgovernance@hillcrest.org.uk.