

Highland Residential (Inverness) Ltd

Website Privacy Notice

This Privacy Notice explains how Highland Residential (Inverness) Ltd collects and uses your personal information when you use this website.

During our activities we will process personal information about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

This notice will provide you with information about your rights under the General Data Protection Regulation (EU) 2016/679 [GDPR] and the Data Protection Act 2018 [the Data Protection Legislation] and how to action these rights.

Who we are

Highland Residential (Inverness) Ltd is a company incorporated under the Companies Act (registered number SC527445) with a registered office of 98-104 High Street, Invergordon, IV18 0DL. It is a wholly owned subsidiary of Albyn Housing Society Ltd, a Scottish Charity (Scottish charity number SC027123), a registered society under the Co-operative and Community Benefit Societies Act 2014 with registered number SP1776RS and having a registered office at 98-104 High Street, Invergordon, IV18 0DL

Albyn Housing Society Ltd is registered as a data controller with the Information Commissioner's Office (ICO) under registration number Z641878X and is the "Controller" of any personal data that you provide to us.

Our Data Protection Officer is Laura Morgan. Any questions relating to this notice and our privacy practices should be sent to informationrequests@albynhousing.org.uk

Analytics

When you visit our website we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out such things as the number of visitors to the various parts of the site. This information is only processed in a way that does not directly identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If we do collect personal data through our website, we'll be upfront about this. We'll make it clear when we collect personal information, and we'll explain what we intend to do with it.

Cookies

We use a cookies tool on our website to gain consent for the optional cookies we use. Cookies that are necessary for functionality, security and accessibility are set and are not deleted by the tool.

Security

We have put in place appropriate technical and organisational measures to protect your personal data and to prevent any unauthorised or unlawful processing and any accidental loss, destruction or damage to it.

Online forms

We use online forms on our website to collect information to enable us to process applications for the Scottish Government LIFT Shared Equity Scheme and our Mid Market Rental services.

Our forms are operated by a third-party service which is required to comply with the law and our own Data Processing Agreement to ensure data is managed appropriately, securely, and for specified purposes.

Why we need your personal information - Contractual purposes

We collect your information and may use it for the following purposes:

- To enable us to supply you with the services and information which you have requested or expect from us.
- To enable us to assess any online applications made for housing services that we offer.

Why we need your personal information – legitimate interests

We also process your personal information in pursuit of our legitimate interests. For example, in order to maintain the integrity of our IT systems and the continuity of our business.

How long we keep your personal information

We will determine the period that we need to keep your personal data having regard to the reasons and purposes for which it was collected, our statutory duties and other legal obligations, the exercise and defence of any legal claims, including the period within which any current or potential future legal claims may be brought.

Who we share your data with

We may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. We may also share personal information with our professional and legal advisors for the purposes of taking advice.

We will only share information on the basis of your consent or in accordance with another lawful basis under UK data protection legislation.

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.

Your rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at informationrequests@albynhousing.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting the Data Protection Officer for Albyn Housing Society Ltd informationrequests@albynhousing.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

0303 123 1113

www.ico.org.uk

Changes to your Privacy Notice:

Our Privacy Notice is regularly kept up to date and this version was updated in February 2021.