



Paisley Housing Association Privacy Notice for suppliers.

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) 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.

Who are we?

Paisley Housing Association has a group structure and within this it includes Paisley South Property Services Ltd (PSPS). This notice also applies to PSPS.

At Paisley Housing Association, we take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. We are the data controller of any personal data that you provide to us.

Any questions relating to this notice and our privacy practices should be sent to Corporate Services at admin@paisleyha.org.uk

How we collect information from you and what information we collect

We collect information about you:

- from your arrangements to make payment to you (such as bank details and others)
- from your completion of our tender documents or provision of other supplier information by you

We may collect the following information about you:

<ul style="list-style-type: none"> • name 	<ul style="list-style-type: none"> • address 	<ul style="list-style-type: none"> • telephone no.
<ul style="list-style-type: none"> • e-mail address 	<ul style="list-style-type: none"> • Bank account details 	<ul style="list-style-type: none"> • IP addresses and website visit histories & cookies, logs of visitors to our offices
<ul style="list-style-type: none"> • logs of accidents, injuries and insurance claims 	<ul style="list-style-type: none"> • CCTV images – if there is something in the picture that means you can be identified from it, passport numbers, driving licence numbers, 	<ul style="list-style-type: none"> • Potential commercially sensitive information (via tender process)

We may receive the following information from third parties:

- References from previous contracts

Why we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you, including determining the payment terms for your invoices
- to enable you to supply us with the services and information which we have requested;
- to make payments to you for goods and/or services;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we require;
- to contact you in order to send you details of any changes to our contractors, suppliers or our services which may affect you;
- to determine your continued supplier status
- for all other purposes consistent with the proper performance of our operations and business.
- to contact you in the event of an emergency
- to comply with our legal obligations such as to prevent fraud.
- in order to send any relevant changes to your details to any of our relevant contractors, suppliers or other service providers which may be affected.

Sharing of Your Information

This section sets out details of when and how any of your personal data will be shared with third parties. It is important that you, as data subjects, are aware of the circumstances where your personal data may be shared.

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK/ EEA.

We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we are investigating a complaint (such as gathering evidence in relation to any complaints made by you or about you)
- If we are taking a legal action your information will be passed to the association's Solicitors who will act on our behalf.
- If our auditors require to verify the information we hold about you.
- If we are processing any insurance claim made against the Association we will forward the claim to our Insurers and their/our Solicitors.
- Other local associations e.g. FLAIR -Federation of Local Associations in Renfrewshire & East Renfrewshire & iFLAIR Federation of Local Associations in Renfrewshire & East Renfrewshire and Inverclyde
- If we enter into a joint venture with or merged with another business entity, your information may be disclosed to our new business partners or owners;
- Reference requests will only be processed with your consent

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK/ EEA.

Security

We understand the requirements of confidentiality, integrity and availability for the personal data we process.

We are committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access, use or disclosure. For example, we store the personal data you provide on computer systems, including third party banking systems, that have restricted & controlled access. We have an information security policy and take steps to make sure the policy is implemented.

We have an ICT Disaster Recovery Policy & Procedures to ensure that we can restore access to personal data in the event of any incidents, such as by establishing an appropriate backup process.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Our full retention schedule is available at our office or on our website.

How we use your information to make automated decisions

We do not use automated decisions to determine suppliers.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to, or ask us to restrict the processing of your personal data:.

If you would like to exercise any of your rights above please contact us at admin@paisleyha.org.uk

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are:

The Information Commissioner's Office – Scotland
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.