

# Website Privacy Notice for Cathcart & District Housing Association

This notice explains what information we collect, when we collect it and how we use it. 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 process your information.

## Who are we?

Cathcart & District Housing Association registered as:

A Scottish Charity (Scottish Charity Number SC037255);  
A registered society under the Co-operative and Community Benefit Societies Act 2014 and the;  
Financial Services Agency with Registered Number 1821 RS;  
A registered Property Factor, Registered Number 000230;

and having our Registered Office at:

**3-5 Rhannan Road, Cathcart, Glasgow, G44 3AZ**

Cathcart & District Housing Association takes the issue of security and Data Protection very seriously including compliance with the UK General Data Protection Regulation, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations.

We are notified as a Data Controller with the Office of the Information Commissioner (ICO) under registration number ZA165233 and we are the data controller of any personal data that we process in relation to you.

This website privacy notice explains how we collect and use personal information about you. Separate versions of Privacy Notices are issued to our Tenants, Owners, Staff and Committee Members.

## How we collect information from you and what information we collect

### Website Users

When you visit our website, we may collect personal information about you if you:

- report a repair to us;
- make a complaint to us;
- complete and submit a “contact us” form to us.

This will include IP addresses and cookies.

We may use this personal information to:

- provide you with the services that you have requested from us;
- communicate with you, including in response to any of your enquiries;
- improve our services and respond to changing needs;
- process your rent payments;
- carry out repairs to your property;
- handle and resolve complaints made by, or, against you;
- keep the personal information that we hold about you accurate and up-to-date (if you provide any new personal information to us via the website); and
- signpost you to organisations that can offer benefits and debt advice and support.

## **If you do not wish to provide your personal data**

You have obligations under your contract/potential contract with us to provide us with the necessary data. If you do not provide this information, this will hinder the Association's ability to enter into or maintain a contract with you.

## **Who might my data be shared with, or seen by?**

We may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors, agents, suppliers or subcontractors, government agencies and regulators and healthcare providers insofar as reasonably necessary, and in accordance with data protection legislation.

We may also disclose your personal data:

- with your consent;
- to the extent that we are required to do so by law;
  - to complete a regulatory return in relation to the Management Committee
  - to protect the rights, property and safety of us, our customers, users of our websites and other persons;
  - in connection with any ongoing or prospective legal proceedings;
  - If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory bodies involved in any complaint, whether investigating the complaint or otherwise;
  - to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling;
  - to another organisation if we enter into a joint venture or merge with another organisations.

## **What are the legal bases for us processing your personal data?**

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests (including CCTV recordings and audio recordings)
- vital interests
- the performance of a task carried out in the public interest and/or with official authority
- legal obligation

## **Processing special category personal data**

Special categories of personal data means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you.

The "special categories" of sensitive personal information referred to above require higher levels of protection. We need to meet additional legal requirements for collecting, storing and using this type of personal information.

## **Transfers outside the UK**

Your information will only be stored within the UK except where international transfers are authorised by law.

## **How do we keep your data safe?**

When you give us information, we take steps to make sure that your personal information is kept secure and safe. All data is held in accordance with Cathcart & District Housing Association's data protection policies and procedures.

## **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, or best practice, and in accordance with our Data Retention Policy and Schedule.

## Your Rights

You have the right at any time to request to exercise your data subjects' rights in relation to the following:

- the right to be informed
- the right to access
- the right to rectification
- the right to object to processing
- rights in relation to automated decision making and profiling
- the right to be forgotten
- the right to data portability
- the rights to restrict processing

## Queries and Complaints

Any questions relating to this notice and our privacy practices should be directed, in the first instance, to our Corporate Services Officer ([emma@cathcartha.co.uk](mailto:emma@cathcartha.co.uk)) or by telephoning 0141 633 2779.

Our Data Protection Officer is provided by RGDP LLP and can be contacted either via 0131 222 3239 or [info@rgdp.co.uk](mailto:info@rgdp.co.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 noted below:

Telephone: 0303 123 1113

Online: [Make a complaint | ICO](#)

We keep this privacy notice under regular review and will place any updates on this website. This privacy notice was last updated on 16 April 2025.