



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 receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact the Head of Finance and Corporate Services/Depute Director at Ochil House, Marshall, Alloa FK10 1AB, by telephoning on 01259 722899 or by emailing us at customerservices@ochilviewha.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:

[The Information Commissioner's Office – Scotland](#)
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0303 123 1115
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.

You can read the full version at:

www.ochilviewha.co.uk/dataprotection

Ochil View Housing Association Ltd.,
Registered Office: Ochil House, Marshall,
Alloa, Clackmannanshire FK10 1AB.

General Enquiries: 01259 722899
Fax: 01259 212728
Email: customerservices@ochilviewha.co.uk
Web: www.ochilviewha.co.uk

Honorary President: Jennifer, Lady Balfour of Burleigh, Chairperson: Margaret Baxter,
Chief Executive and Company Secretary: George Tainsh, MA Dip. TP

Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213
Ochil View Housing Association Limited is a recognised Scottish Charity No. SC033130
Property Factor Reference PF000367



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Fair Processing Notice Summary

(How we use your personal information)




OCHIL VIEW
— Housing Association Ltd. —

The purpose of the Fair Processing Notice is to make you aware of how we will handle your personal information. The full version of the Association's Fair Processing Notice can be viewed at www.ochilviewha.co.uk/dataprotection

If you would like a copy sent to you, please call us on **01259 722899**.



Who are we?

Ochil View Housing Association Ltd, a Scottish Charity (Scottish Charity Number SC033130, a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2310R(S) and having their Registered Office at Ochil House, Marshall, Alloa FK10 1AB.

Our Fair Processing Notice explains your privacy rights and how we gather, use and share information about you. If you would like to get in touch, our Head of Finance and Corporate Services can be reached by e mail at:

customerservices@ochilviewha.co.uk

or by post at: Ochil House, Marshall, Alloa FK10 1AB.

Or by telephoning: 01259 722899



How we collect information from you and what information we collect

We collect information about you directly. Sometimes for your safety or legal reasons we collect personal information by recording and monitoring calls and from CCTV. We may also receive information about you from third parties (for example from Allpay or from government departments):

See the full Fair Processing Notice for more details about how we gather personal information and what we gather.



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

We use your personal information to provide you with services, to comply with the law, to enforce our legal rights (including debt recovery) and to improve our services. Sometimes we need to use sensitive personal information such as medical details to make available services you have requested.

Find out more about how we use your personal information in the full version of the Fair Processing Notice.



Sharing of Your Information

We share personal information with our suppliers and other third parties where necessary in order that we can supply a service to you. We may also share personal information with regulators or law enforcement agencies. Sometimes we transfer personal information to other countries (for example, when we use internet based survey companies), but only where suitable protection is in place.

The full version of the Fair Processing Notice will give you further details about this.



How long we will keep your information

We keep your personal information securely for as long as is needed for the purposes described in the full version of the Fair Processing Notice.