

Pineview Housing Association Ltd

Transparency Statement (Former Tenants)

We, Pineview HA, are the controller of the personal information that we hold about you. This means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information. This includes providing you with the details contained within this statement of how we hold and use your personal information, who we may share it with and your rights in relation to your personal information.

We have appointed a Data Protection Officer (DPO), Daradeet Jagpal, who ensures that we comply with data protection laws. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO by: e-mail at pineviewdpo@infolawsolutions.co.uk; telephone on 07852 905 779; or writing to: The Data Protection Officer, Pineview Housing Association Limited, 5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR.

You can also contact us by: e-mail at mail@pineviewha.org.uk; telephone on 0141 944 3891; or writing to: Pineview Housing Association Limited, 5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR.

1. What personal information do we hold and use about you?

After your tenancy has terminated, we continue to hold and may require to use personal information about you, including the following (where relevant to you):

- contact information;
- termination form;
- recovery of tenancy;
- notes from residents / close meetings in which you have been involved;
- complaints made by or against you, including the response issued and any action taken as part of the response;
- requests made by you under data protection and access to information legislation, including the response issued and personal data and information disclosed as part of the response;
- welfare benefits documents;
- repairs requests;
- inspection works carried out to your former property during your period of tenancy;
- medical adaptations made to your former property during your period of tenancy, including occupational therapy referrals;
- gas servicing carried out to your former property during your period of tenancy; and
- rent payment history, any arrears due and payment arrangements that you have entered into with us.

2. Why do we hold and use this personal information about you?

We use such personal information to (where relevant to you):

- comply with our legal duties and obligations as a registered social landlord in Scotland;
- maintain our records for business continuity purposes;
- recover rent arrears due by you;
- protect and defend our legal rights in the event of a dispute with you; and
- provide you with a tenancy reference, if requested.

3. What is our legal basis for holding and using your personal information?

Data protection laws require us to have a legal reason for holding and using your personal information.

Our legal reasons for holding and using your personal information after termination of your tenancy include that this is required to:

- comply with our legal duties and obligations as a registered social landlord in Scotland; and
- protect our legitimate interests in effective records management, recovering debts owed to us and protecting and defending our legal rights.

4. Who do we share your personal information with?

We may share your personal information with the following organisations for the purposes described in section 2 of this statement:

- our advisers, auditors, consultants, solicitors, debt collection and tracing agents and IT service providers;
- Scottish Public Services Ombudsman as part of the complaints procedure;
- other landlords when providing a reference for you;
- utility companies to manage the payment of utilities for your former property; and
- local authorities as part of compliance with the data sharing agreements that we have entered into with them;

5. How long do we keep your personal information?

We will only keep your personal information for as long as we need to for the purposes described in section 2 of this statement, including to meet any legal, reporting or regulatory requirements. More information is contained in our Data Retention Policy, which is available by contacting the DPO.

6. What rights do you have in relation to your personal information that we hold and use?

Under certain circumstances, the law gives you the right to request:

- A copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
- Correction of any incomplete or inaccurate personal information that we hold about you.

- Deletion of your personal information where there is no reason for us continuing to hold and use it. You also have the right to ask us to do this where you object to us holding and using your personal information (details below).
- Temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it.
- The transfer of your personal information from us to another organisation.

You can also object to us holding and using your personal information where our legal basis is a legitimate interest (either our legitimate interests or those of a third party).

Please contact the DPO if you wish to make any of the above requests. When you make a request, we may ask you for specific information to help confirm your identity for security reasons. You do not need to pay a fee when making any of the above requests, but we may charge a reasonable fee or refuse to comply if your request is clearly unfounded or excessive.

7. Feedback and complaints

We welcome your feedback on how we hold and use your personal information, and this can be sent to the DPO.

You have the right to make a complaint to the Information Commissioner, the UK regulator for data protection, about how we hold and use your personal information. The ICO's contact details are as follows:

Telephone: 0303 123 1113 Website: <https://ico.org.uk/concerns/>

If you would like to receive this statement in alternative format, for example, large print, Braille or audio tape, please contact us.

8. Updates to this statement

We may update this statement at any time, and will provide you with an updated version when required to do so by law.

Last updated: January 2026