Manor Estates Housing Association
Privacy Notice
BOARD MEMBER & APPLICANTS
(How we use your personal data)

This notice explains what personal datawe 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 process your personal information.

Who are we?

Manor Estates Housing Association is a Scottish Charity (Scottish Charity Number SCO23106), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2484R(S) and has their Registered Office at Suite 4, 5 New Mart Place, Edinburgh EH14 1RW.

We take the issue of security and data protection very seriously and strictly adhere data protection legislation, including the UK General Data Protection Regulation, the Data Protection Act 2018, the Data (Use and Access) Act 2025 and Privacy and Electronic Communications Regulations.

We are registered as a Data Controller with the Office of the Information Commissioner's Office under registration number Z6870536 and we are the data controller of any personal data that you provide to us.

How we collect information from you and the type of information we collect

We will collect information about you

- When you seek nomination to join the Board
- When you are co-opted to the Board

We may collect the following information about you

- Name;
- Date of birth
- Address;
- Telephone number;
- E-mail address;
- Signature
- Protected characteristics under the Equality Act 2010, including age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation
- Qualifications

- Details concerning health or any disability
- Occupation
- Bank account details (when applicable)
- Register of interest
- Standard disclosure checks
- Relationship with current Committee members and / or staff
- Positions with public responsibilities
- Legal & Financial declarations
- Membership and directorships held, together with duration
- Training records
- personal data, including special category personal data which you provide us with

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

We need your information and will use your information

- To communicate with you
- To facilitate communication between Board members
- Completing necessary regulatory requirements
- To advise tenants, customers and other stakeholders of you status as a Board member
- Administration duties
- Payment of any out-of-pocket expenses
- Recruitment and selection
- Appraisal, training and development
- Membership of professional bodies
- Health, safety and wellbeing
- Equality monitoring

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

We collect and use the above information and personal data for:

- Providing means of communication to and between board members
- Completing necessary regulatory returns
- Advising tenants, customers and stakeholders of your status as Board members
- Administration duties
- Payment of any out-of-pocket expenses
- Recruitment and selection
- Appraisal, training and development
- Membership of professional bodies
- Health, safety and wellbeing
- Equality monitoring

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, selected third parties, government agencies and regulators as necessary in the exercise of our functions, and only 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 Board

- to protect the rights, property and safety of us, our customers, users of our website and other persons
- in connection with any ongoing or prospective proceedings
- if we are investigating a complaint, information may be disclosed to solicitors, independent investigators, including auditors, the Scottish Housing Regulator, and other regulatory bodies, 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 organisation.

Sharing of your information

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, but not limited to the following:

- Processing expenses claims
- Booking training events or conferences
- Investigating a complaint
- Completing and submitting regulatory returns to appropriate authorities (such as the Scottish Housing Regulator and OSCR)

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.

The lawful basis for 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, telephone call recordings, business planning and resilience, operating our IT systems and processing next of kin details, references, surveys and recognised legitimate interests in accordance with the Data (Use and Access) Act 2025)
- vital interests
- public interest / 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 United Kingdom, except where international transfers are authorised by law.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe.

- All electronic files are password protected and may only be accessed by authorised staff in the performance of their duties.
- Paper files are retained in locked cabinets and only accessed by authorised staff

How long will we 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 / best practice, or as set out in any relevant contract we have with you and in accordance with our 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

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.

If you would like to exercise any of your rights, please contact us at
info@manorestates.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.

Queries and Concerns

If you have any queries or concerns about our use of your personal information, you can raise these with us by either contacting:

Claire Ironside
Chief Executive
Manor Estates Housing Association

Flora Hurrell
Governance and Compliance Officer
Manor Estates Housing Association

Email: cironside@manorestates.org.uk

Tel: 0131 510 8540

Email: fhurrell@manorestates.org.uk
chughes@manorestates.org.uk

Tel: 0131 510 8540

OR by contacting our Data Protection Officer, who is provided by RGDP LLP and can be contacted by email at info@rgdp.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data. Their details are as follows:

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

Helpline Number: 0303 123 1113

ICO Website: Make a complaint | ICO

Date of approval: 16.11.2026