Manor Estates Housing Association
Privacy Notice
Shareholding Member
(How we use your personal data)

This notice explains what personal data 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 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 to 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 Information Commissioner's Office under registration number Z6870536 and we are the data controller of any personal data that we process regarding you.

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

We collect information about you

- When you apply to become a member of the Association

We may collect the following information about you

- Name;
- Address;
- Telephone number;
- Mobile telephone number;
- E-mail address;
- Personal characteristics such as gender, disability and ethnic group
- Any other 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 complete required regulatory returns

Sharing of your information

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

Examples of where we may share your personal data includes the following:

- With your consent;
- To the extent that we are entitled or required to do so by law;
- 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;
- If we instruct repair, maintenance or upgrade works, your information may be disclosed to our contractors;
- If investigations are ongoing in relation to a complaint or crime, information may be disclosed to the Scottish Public Services Ombudsman, Police Scotland, Local Authority departments, Scottish Fire & Rescue Service, elected members and others involved in any complaint, whether investigating the complaint or otherwise;
- processors, Local Authority and the Department of Work & Pensions;
- We may share details with our Data Protection Team and/or Legal Advisors;
- If required by an emergency service;
- If we are conducting a survey of our products and / or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results
- If required by law, we will disclose your information to statutory bodies such as auditors or solicitors;
- If we are making an insurance claim following an incident we may share your information with our insurers;
- If we need to facilitate the payment of any benefits, your information may be disclosed to the Department of Work and Pensions, Local Authority or any other relevant department;
- If required by a regulatory body, such as the Scottish Housing Regulator, Financial Conduct Authority or the Office of the Scottish Charity Regulator

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 newsletters, surveys and recognised legitimate interests in accordance with the Data (Use and Access) Act 2025).

- vital interests
- the performance of a task carried out in the public interest and / or with official authority
- legal obligation

Special categories of 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 personal information will only be processed 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 legal or financial regulations and in accordance with our Retention Policy and Schedule.

Your rights

You have the right at any time to request us 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

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
Email: cironside@manorestates.org.uk
Tel: 0131 510 8540

Flora Hurrell
Governance and Compliance Officer
Manor Estates Housing Association
Email: fhurrell@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