Manor Estates Housing Association

Website and Supplier / Contractors Privacy Notice

This notice explains what personal data 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 personal information.

Who we are

Manor Estates Housing Association Ltd 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 laws, including the Data Protection Act 2018 (DPA2018) and the UK General Data Protection Regulation (UK GDPR), the Data (Use and Access) Act 2025 and the 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 you provide to us.

This website & contractor / supplier privacy notice explains how we collect and use personal information about you. Separate versions of Privacy Notices are issued to our Tenants, Customers, Staff and Board Members.

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

- report a repair to us;
- pay your rent;
- apply for a house;
- make a complaint to us;
- complete and submit a "contact us" form to us; and
- login information

Please note that our website uses Cookies. You can change your Cookies setting using the 'Cookies Setting' tool.

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.

Suppliers, Contractors

- Name
- Contact details, including phone numbers, addresses and email addresses
- References
- Bank Details
- CCTV imagery
- Telephone call recordings

We will use this information to potentially enter into or enter into a contract with you and for the administration of our organisation.

If you do not wish to provide your personal data

You have obligations under your contract / potential contract with us to provide the 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 do we share your personal information with?

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 and healthcare providers insofar as reasonably necessary, and in accordance with data protection legislation.

The Lawful Basis for Processing Your Personal Data

Under the UK General Data Protection Regulation, the lawful bases which we rely on for processing this information are:

- We have your consent
- We have a contractual obligation, including pre-contractual negotiations
- We have a legal obligation
- We have a vital interest

- We have a legitimate interest (including references, newsletters, survey, data sharing with utility companies, next of kin details and recognised legitimate interests in accordance with the Data (Use and Access) Act 2025)
- We are performing a public task

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.

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 above, including to meet any legal, accounting, reporting or regulatory requirements. More information is contained within our Retention Policy and Schedule.

How do we keep your personal information secure?

The security of your personal information is of paramount importance to us and we use appropriate technical and organisational measures to safeguard your personal information.

However, while we will use reasonable efforts to safeguard your personal information, the use of the Internet is not entirely secure and, for this reason, we cannot guarantee the security of any personal information that is transferred by or to you via the Internet. If you have any concerns about the security of your personal information, please contact our Data Protection Officer (DPO) for more information.

Your rights

You have the right at any time 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

When you make a request, we are required to verify your identity and may ask you for specific information to fulfil this purpose. Normally, you will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

If you would like to exercise any of your rights above please contact us at **info@manorestates.org.uk**

Queries and Complaints

We seek to directly resolve any complaints about how we handle personal information and would request you contact us in the first instance.

Claire Ironside, Chief Executive, Manor Estates Housing Association

Email: cironside@manorestates.org.uk

Tel: 0131 510 8540

Our Data Protection Officer is provided by RGDP LLP and can be contacted by email: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

We keep this privacy notice under regular review and will place any updates on this website.

Date of approval: 16.11.26