



Privacy Notice:

Freedom of Information & Environmental Information Requests

This privacy notice tells you what to expect us to do with your personal information when you submit a request for information under the Freedom of Information (Scotland) Act 2002 (FOI) or the Environmental Information (Scotland) Regulations 2004 (EIR).

Our contact details

River Clyde Homes is the controller for the personal information processed under this Privacy Notice, unless otherwise stated.

There are many ways you can contact us, including by phone, email and post.

Our postal address: River Clyde Homes
22 Pottery Street
Greenock
PA15 2UZ

Phone Number: 0800 013 2196

E-mail: FOI@riverclydehomes.org.uk

Website: www.riverclydehomes.org.uk

We keep this privacy notice under regular review to make sure it is up to date and accurate. It was last updated on August 2020.

The type of personal information we collect

The personal information we require from you to process your request for information under the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004 includes but may not be limited to:

- Your full name
- Your contact details (phone, email and/or correspondence address)
- Details of anyone authorised to act on your behalf if applicable.

How we get personal information and why we have it

The personal information we process is provided to us directly by you, or someone authorised to act on your behalf, in order to process your information request and to provide you with a response to your FOI or EIR request.

We will also use your information if you ask us to review a decision we have made in response to your FOI or EIR request, or if you make an appeal to the Scottish Information Commissioner about your request.



We will also use the personal information you provide to contact you in the most appropriate way. For example, we may be able to provide literature in large print if you have difficulty reading smaller print; or provide documents in an alternative language if English is not your first language.

Sharing your information

Where you make an appeal to the Scottish Information Commissioner, we are legally obliged to share your information with them.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information is also analysed internally to help us improve our services.

Lawful Basis

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal basis for processing personal data which are set out in the data protection laws.

The lawful basis we rely on to process your personal data is article 6(1)(c) of the GDPR, which allows us to process personal data when this is necessary to meet our legal obligations.

If the information you provide us in relation to your information request contains special category data, such as health, religious or ethnic information the lawful basis we rely on to process it is article 9(2)(g) of the GDPR, substantial public interest and Schedule 1 part 2(6) of the DPA 2018 which relates to statutory and government purposes.

How we store your personal information and how long we keep it

Your information is securely stored electronically within our systems

We will only keep your personal information for as long as necessary to process your information request and to safeguard us in the event of any claims, complaints, litigation, enquiries or investigations following. We will delete your personal information relating to your information request in accordance with the following timescales:

FOI/EIR Requests/ Requests for Review	2 years from the latest response date
FOI/EIR Appeal to SIC	5 years from the response date



Your data protection rights

Under data protection law, you have the following rights in relation to the processing covered in this Privacy Notice:

Right of access: You have the right to ask us for copies of your personal information.

Right to erasure: You have the right to ask us to erase your personal information in certain circumstances.

Right to rectification: You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Right to restriction of processing: You have the right to ask us to restrict the processing of your personal information in certain circumstances.

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.

Please contact us at DataProtection@riverclydehomes.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

River Clyde Homes
22 Pottery Street
Greenock
PA15 2UZ

DataProtection@riverclydehomes.org.uk

0800 013 2196

You can also complain to the ICO if you are unhappy with how we have used your data.

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>