Ayr Housing Aid Centre SCIO

DATA PRIVACY NOTICE FOR SERVICE USERS

1. Introduction	This notice relates to the obligations of Ayr Housing Aid Centre SCIO (AHAC) regarding data protection and the rights of Service Users ("data subjects") in respect of their personal data under the General Data Protection Regulations ("the Regulation") and the Data Protection Act 2018 (the DPA) and the Data Use and Access Act 2025 (DUAA). Our Policy covers the UK as this is where we are based and store data. In the event any data is received and stored as per our P&P from people out with the UK we will comply with the relevant legislation and protections of that Country (e.g. EU, rest of the world). We will never transfer data out with the UK to any GDPR adequate countries or inadequate countries. When you contact us you will be advised of this notice and advised to read it on our website. This notice has been designed for the purposes of the regulations and provides useful information to you.
2. Data Protection	We are committed to protecting your personal data. We have a range of Policies and Procedures relevant to data protection which can be found on our website www.ayrhousingaidcentre.com including: • Policy and Procedure 7:- Confidentiality • Confidentiality Consent Form 1a (along with BF Consent for support) or 1b (Prison Advice Service) • Policy and Procedure 31:- GDPR & DP Policy • Policy and Procedure 34:- Data Retention • Data Sharing Agreements with third parties/partner agencies We will never transfer data out with the UK to any GDPR adequate countries or inadequate countries. AHAC is Cyber Essentials Accredited and Advice Pro is Information Security Code of Practice ISO27001 compliant. Better Futures data is hosted in ISO 27001-certified UK data centres and managed by CDPSoft.
3. Collection of Data /Information /Case info	We gather a range of personal information which is necessary to provide the service/services to you. You do not need to provide information and AHAC will still try to provide a service to you if we can. We will open a case file which will include any information provided in connection with your case. This will also include case notes held securely online, on AdvicePRO or Better Futures or other platforms which conform with legislation/regulations.

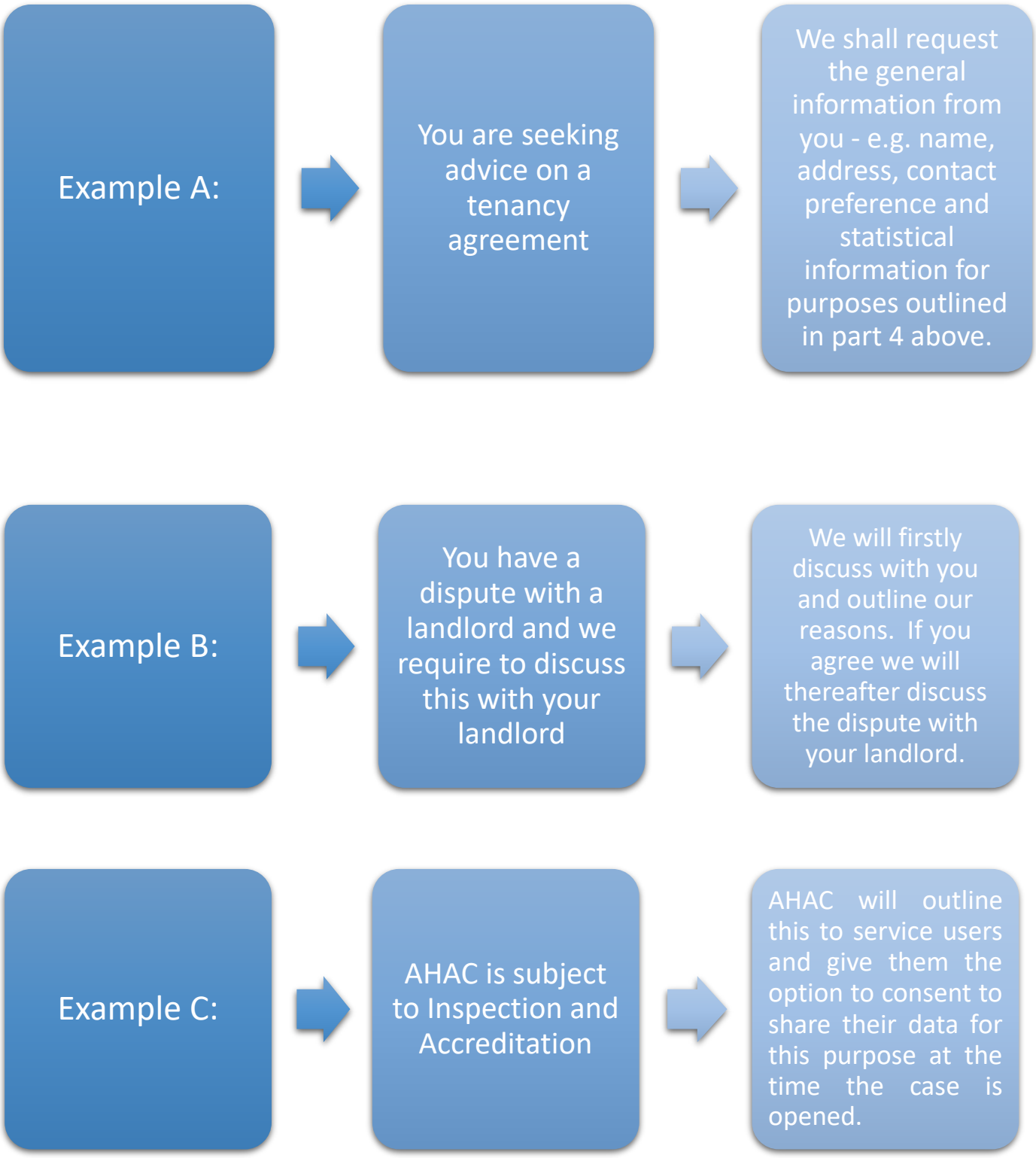
	We will ask for general personal information: • Name • Address • DOB • Contact info such as phone number, e-mail • NI number We will gather additional information on a range of areas which will support the service/services we provide to you. Your personal information will not be processed further or shared unless this is necessary and consent is given by the service user which complies with our Confidentiality Policy and Procedure 7 and our GDPR & Data Protection Policy and Procedure 31. **Please contact our Data Protection Officer on 01292 288111 at AHAC if you wish to discuss this further.**
4. Additional Information	We gather additional information at the start of your case for statistical purposes. These support our research into case types and trends, projections, service improvement and quality assurance, funding applications and our reporting systems. **Your data is held within our online systems.** AHAC is Cyber Essentials Accredited and AdvicePRO is Information Security Code of Practice ISO27001 compliant. Better Futures data is hosted in ISO 27001-certified UK data centres and managed by CDPSoft. The organisation who uploads your data will always request your consent and advise of the legitimate purpose for holding data.
5. Your Rights	• Contact details of who holds your personal data • Purpose of the processing of your data and the lawful basis. • Consent (if relevant) to the sharing of your data (Please note AHAC would not share your data unless we have consent, with exceptions relating the protection of vulnerable adults and children.) We will explain this in further detail when completing Confidentiality Form 1 with you • Period in which your data may be retained • If the lawful basis is consent you have the right to withdraw consent • Right of Access to information held by AHAC (Subject Access Request) • Right to make a complaint to AHAC (see P&P 6) or the Information Commissioner

6. AHAC Data Protection Commitments	We are committed not only to the letter of the law on data protection but also to the spirit and will place a high priority on your rights under the Regulations. Our commitments below support the priority we give to both data protection and your rights.

Commitment 1	We shall clearly explain to you the purpose of processing your personal information prior to processing/collecting. The personal information processed/collected shall be relevant and necessary to take forward your issue/issues.
Commitment 2	We shall only process information which we have a lawful basis for processing/collecting and the information is necessary to deal with the issue/issues raised by you. Our services will determine and advise you of the lawful basis on which we collect your information. The main lawful basis for AHAC shall normally be: • Consent • Contract **In the majority of cases the processing of personal data will be in the consent, legitimate interests or both categories.**
Commitment 3	We shall only process personal information which is relevant to the issues raised by you.

Commitment 4	We shall not share your personal data without your expressed consent and there is a legitimate purpose for sharing the personal data.

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Example A:
You are seeking advice on a tenancy agreement
We shall request the general information from you - e.g. name, address, contact preference and statistical information for purposes outlined in part 4 above.
Example B:
You have a dispute with a landlord and we require to discuss this with your landlord
We will firstly discuss with you and outline our reasons. If you agree we will thereafter discuss the dispute with your landlord.
Example C:
AHAC is subject to Inspection and Accreditation
AHAC will outline this to service users and give them the option to consent to share their data for this purpose at the time the case is opened.


Example D:
Service user has rent arrears and seeking assistance from us. We shall ask you for information on the arrears
We will ask for consent to contact your landlord to discuss the arrears and seek a positive outcome for you. (See Confidentiality Form 1)
Example E:
We are applying for grant assistance for you
We require to provide personal data to support an application and this will normally be covered by your general consent within Confidentiality Forms 1a or 1b with additional BF Consent forms if housing support info is held on Better Futures.