

# TIS Privacy Policy – November 2020



Tenants Information Service (TIS) understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers, clients and clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

## **1. Information About Us;**

Tenants Information Service is a Company Limited by Guarantee registered in Scotland under company number SC125565.

Registered address: Clockwise, Savoy Tower, 77 Renfrew Street, Glasgow, G2 3BZ.  
Data Protection Officer: Jill Miller, email [jmiller@tis.org.uk](mailto:jmiller@tis.org.uk), telephone number 0141 248 1242, address registered office.

## **2. What Does This Policy Cover**

This privacy policy explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

## **3. What is Personal Data**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details. But it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

## **4. What Are Your Rights**

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using our detail in part 11.

- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of the personal data to re-use with another service or business in many cases.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## **5. What Personal Data Do We Collect**

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name;
- Business name;
- Business address;
- Home address;
- Email address;
- Telephone number;
- Job title;
- Invoice and payment information;
- Bank details (employees only)

## **6. How We Use Your Personal Data**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our

legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Providing and managing your account;
- Supplying our services to you;
- Personalising and tailoring our services for you;
- Communicating with you, this may include responding to emails or calls from you.
- Supplying you with information by post ( you may unsubscribe or opt-out at any time by emailing [jmiller@tis.org.uk](mailto:jmiller@tis.org.uk)

## **7. How Long Will We Keep Personal Data**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following period (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- Personal data will be deleted within 24 months of our ceasing to provide services to you with the exception of accounting data which is required to be kept by law for a period of 6 years.

## **8. How and Where Do We Store or Transfer Personal Data**

We will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

## **9. Do We Share Personal Data**

We will not share any of your personal data with any third parties for any purposes, subject to one important exception.

In some limited circumstances, we may legally require to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

## **10. How Can You Access Your Personal Data**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 21 days. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

## **11. How to Contact Us**

To contact us about anything to do with your personal data and data protection, including making a subject access request, please use the following details:

Contact: Jill Miller

Email: [jmiller@tis.org.uk](mailto:jmiller@tis.org.uk)

Postal Address: TIS, Clockwise, Savoy Tower, 77 Renfrew Street, Glasgow, G2 3BZ

## **12. Changes to this Privacy Policy**

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available by post or email within 30 days of the change.