



Keeping your information safe

Trust has always kept information about you safe. A new law means that your personal information will be even more protected from 25th May 2018.

Information about you

Trust needs to gather and use certain information, or data, about tenants, customers, employees and other people where we have a relationship with them. Trust manages a significant amount of data, from a variety of sources.

We work hard to ensure that any information we have about you is kept safe and only shared in exceptional circumstances and in a lawful way. We keep our policies and processes up-to-date to make sure your data is always kept safely.

What is Personal Data?

Personal data is information that allows you to be identified. This means where you can be identified by that piece of information alone or when used with any other information we have, or are likely to have, in the future. This covers information like your name and contact details, but also information, for example, about your health or your family.

Your personal information must be kept particularly securely. We will continue to respect your privacy and keep your information confidential.

How to complain

If you think there is a problem with the way we are handling your information, you have a right to complain to the Information Commissioner's Office (<https://ico.org.uk/>).

If you require any further information or guidance please contact local staff or your Area/Service Manager or call 0131 444 1200. Call this number to get this information in a different format.

Information correct as of May 2018

What is GDPR?

GDPR, or the General Data Protection Regulation, is a new law that will replace the existing Data Protection Act.

It's the rules and regulations for personal data protection, and every organisation within the European Union must work within the new law.

Its goal is to align existing data protection, while increasing the levels of protection for individuals' information and data.

Privacy Notice and Privacy Policy

When we collect personal information about our customers, we have to tell you who we are and how we plan to use your information. We also need to explain how we can lawfully process your information and how long we will keep it. We do this in our Privacy Notice, which you can find on our website – www.trustha.org.uk, or you can ask us for a copy.