Type of personal data	Where it came from	Where it is held	How it is used	Who we might share it with
Tenants and other service users				
Tenant/service user names and contact details (including home address, work address, home and work telephone, home and work email)	Directly by tenants/service users, gathered by SHR during inquiry work or provided by landlords	Regulatory files on eRDM, SharePoint, SugarCRM and hard copy files, internal mailboxes	Complaint handling, monitoring service performance, risk assessment.	Landlords, other regulatory bodies
Tenant / service user names and contact details, details of some equlaities information	National Panel membership information	Held by National Panel contractor, and during contract transition held by SHR in restricted-access folder in ERDM	To manage and report on National Panel's activities	No-one other than contractor
Tenant/service user views on landlords (including tenant complaints, tenant feedback, reports of significant performance failures)	Directly by tenants or gathered through the tenant adviser, national panel or RTO liaison networks	Regulatory files on eRDM, SharePoint, SugarCRM and hard copy files, internal mailboxes	Service performance improvements, responding to issues raised.	Landlords, other regulatory bodies
Governing body members				
Governing body members names,signatures and contact details and tenure	Via landlord portal, or gathered through regulatory activity	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Risk assessment, monitoring compliance with regulatory standards.	Statutory managers, appointees, legal advisers, other regulatory bodies
Governing body members performance details	Through regulatory activity or submitted as notifiable events through portal	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Notifiable event handling, monitoring compliance with regulatory standards	Statutory managers, appointees, legal advisers, other regulatory bodies
Governing body member expenses details	Through regulatory activity or submitted as notifiable events through portal	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Notifiable event handling, inquiry activity, monitoring compliance with code of conduct, payments and benefits policies and other regulatory standards	Statutory managers, appointees, legal advisers, other regulatory bodies
Landlord staff				
Landlord staff names and contact details	Via landlord portal, or gathered through regulatory activity	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Consent and notifiable event handling, regulatory activity, stakeholder engagement activity	Statutory managers, appointees, legal advisers, other regulatory bodies
Landlord staff remuneration	Landlords finance submissions, regulatory activity	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Risk assessment, monitoring compliance with regulatory standards	Statutory managers, appointees, legal advisers, other regulatory bodies
Allegations of misconduct, including whistleblowing reports	Via landlord portal as notifiable event, directly from landlord staff, through tenant complaints and SPFs	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Monitoring compliance with regulatory standards, risk assessment, assessment of required engagement	Statutory managers, appointees, legal advisers, other regulatory bodies

Landlord staff and governing body member grievances	Via landlord portal as notifiable events, through regulatory activity	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Notifiable event handling, monitoring compliance with regulatory standards	Statutory managers, appointees, legal advisers, other regulatory bodies
Landlord staff and governing body member disciplinary action	Via landlord portal as notifiable events, through regulatory activity	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Notifiable event handling, monitoring compliance with regulatory standards	Statutory managers, appointees, legal advisers, other regulatory bodies
Sick absence information	Via landlord portal as notifiable events, through regulatory activity	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Notifiable event handling, monitoring compliance with regulatory standards	Statutory managers, appointees, legal advisers, other regulatory bodies
Regulatory appointments				
Potential co-optee names and contact details	Through regulatory activity, or information from landlords	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Regulatory activity as set out in regulation plans, performance improvement	Landlords, legal advisors, other regulatory bodies
Statutory managers and appointees names, signatures and contact details	Directly from individuals or in public domain where commercially available	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Regulatory activity as set out in regulation plans, performance improvement	Landlords, legal advisors, other regulatory bodies
Statutory manager remuneration	Directly from individuals or in public domain where commercially available	Regulatory files on eRDM and internal mailboxes	Assessing cost implications for regulatory activity/improvement	Landlords, legal advisors, other regulatory bodies
Statutory manager application forms and references	Directly from individuals	Regulatory files on eRDM and internal mailboxes	Statutory manager recruitment	Legal advisers
Suppliers and providers				
Names and contact details of people who provide services for landlords	From landlords, through regulatory activity, via notifiable events	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Regulatory activity including handling notifiable events and monitoring service quality	Statutory managers, appointees, legal advisers, other regulatory bodies
Names and contact details of people who provide services for SHR	Through corporate or regulatory activity or in public domain where commercially available	SugarCRM, Regulatory files on eRDM, SharePoint and hard copy files, internal mailboxes	Tendering, management of contracts, requesting work completion where activity is outsourced	SG, landlords, legal advisers, other regulator bodies, general public
SHR staff				
Names and contact details of SHR staff	Individual staff members	eHR, eRDM, internal mailboxes	Business continuity	SG, general public
SHR staff payroll information	SG HR	eHR, restricted folder in eRDM and in hard copy (locked up)	Used for monthly payroll reconciliation and all budget monitoring and forecasting.	SG HR, auditors
Staff performance information	Individual staff members and line managers	eHR, eRDM, internal mailboxes - restricted access	Performance management	SG HR

SHR staff travel and expenses information	Staff provide hard copies of all T&S claims accompanied by the relevant receipts for audit purposed. Board members also provide claim forms for reimbursement of expenses and also include relevant receipts.	Staff T&S claim forms hard copies (locked up) Board claim forms in ERDM and hard copies with receipts locked up	Used for monthly reconciliation with travel report, payroll reconciliation and for audit purposes.	Auditors
Staff personal info (including excess fares, retirement, recruitment, change of hours, maternity leave, staff leaving and any other issues which would affect the payroll)	Information comes from individuals or line managers	In restricted folder in ERDM and in hard copy (locked up)	Used for budget monitoring and forecasting and payroll reconciliations. Also workforce planning and FTE calculations.	Auditors
Sick absence management information	Individuals record absence details on eHR system which is then collated	eHR, eRDM, internal mailboxes - restricted access	For absence management	SG HR
Staff declarations of interest	Individual staff members	eHR, eRDM, internal mailboxes	Managing potential conflicts of interests	SG HR, auditors, potentially general public for senior staff
Recruitment paperwork, including application forms and expressions of interests	Individual candidates, both external and internal	eHR, eRDM, internal mailboxes - restricted access	Staff recruitment and resource management	SG HR
SHR Board				
Names and contact details of SHR Board members	Appointment letter from Scottish Ministers and volunteered by members - will also include banking/payroll information, resignation letters	eRDM and in hard copy (locked up) and on prepared address labels by Admin team	For contact and payment/expenses processing	Payroll and appointment information shared with Scottish Government
Board member views on performance	From Board members in preparation for appraisals	eRDM	Sent to Chair	Chair and SG
Board member appraisals completed by Chair	Chair	eRDM	Used to identify training requirements and for reappointment purposes	SG
Board member declarations of interest & Gifts & Hospitality register	Members	Website and eRDM	For accountability	Public