waverley housing

Recruitment Pack

Governance Officer

Governance Officer
Salary - £ 40,755

Permanent - Full-Time Contract

Join our team to help shape great governance and deliver improvements that make a real difference to our tenants and communities across the Scottish Borders.

Working closely with our Board Members, Leadership Team and colleagues across Waverley Housing, you will bring the experience and motivation to keep our governance arrangements running smoothly and to help us continuously improve them. Your contribution will support sound strategic decision-making and strong assurance, delivering positive results for our tenants and colleagues.

What you'll be doing:

- Preparing and coordinating accurate governance reports, Board papers, minutes and meeting agendas
- Organising Board and Committee meetings, and other governance-related events
- Maintaining and updating our Annual Assurance Evidence Bank
- Co-ordinating timely communications between colleagues and Board Members
- Supporting the recruitment, induction and annual review of Board Members
- Co-ordinating internal audit plans and processes
- Supporting the regular review and upkeep of our Policy Framework and corporate registers
- Co-ordinating responses to requests for information under Freedom of Information (FOI) and Environmental Information Regulations (EIR), and Subject Access Requests (SAR), with support from the Data Protection Officer
- Reporting on complaints performance and helping colleagues to identify and implement improved ways of working

What we're looking for:

- Sharp eye for detail and a proven ability to get things right first time
- Significant experience of providing administrative, secretarial and/or governance support, ideally within a Registered Social Landlord (RSL)
- Ability to build effective working relationships with Board Members, the Leadership Team and stakeholders across the company
- Understanding of how governance, compliance and improvement activities help an organisation to thrive
- Understanding of the Scottish Housing Regulator's regulatory framework for RSLs, including the Regulatory Standards of Governance and Financial Management
- Experience of co-ordinating regulatory and statutory reporting deadlines and returns, and gathering assurance evidence
- Understanding of Data Protection and Freedom of Information legislation
- Ability to identify performance improvement opportunities and support the implementation of new approaches

Why join Waverley Housing now?

This is a rare opportunity to join an ambitious new team at Waverley Housing. You will have the chance to contribute to the ongoing modernisation of our governance approaches and to the continuous improvement of the services we deliver to our tenants.

We offer professional development opportunities, a supportive working environment, hybrid working arrangements (minimum two days per week working in our office) and a 35-hour working week (including a 12-noon finish on Fridays).

If you are interested in the opportunity but are unsure whether your experience fully matches the role, we would be pleased to have an informal and confidential discussion with you before you apply. Please contact Charlotte Gray, Assistant Director Governance on 07957936001.

You should have the Right to Work in the UK, we are not a sponsoring organisation.

How to Apply?

Email: recruitment@waverley-housing.co.uk for an application pack or download a copy from our website at: www.waverley-housing.co.uk/about-us/recruitment/

We are an equal opportunity employer. We celebrate diversity and are committed to building an inclusive environment for all employees. When submitting your application, please let us know if you require any support or reasonable adjustments during any part of our recruitment process.

CLOSING DATE FOR APPLICATIONS: Thursday 10 December 2026, 12 noon

INTERVIEWS WILL BE HELD ON: Tuesday 12 January 2027

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

Job Description

Job Title: Governance Officer

Department: Governance

Responsible To: Assistant Director Governance

Responsible For: n/a

Job Purpose

Responsible for providing governance and administrative support that enables regulatory and legislative compliance, and effective communication between the Leadership Team, Company Secretary and Board Members.

This role supports the company by maintaining and strengthening its governance, compliance and performance improvement activities.

Key Responsibilities

- Prepare and coordinate accurate governance documentation, including reports, papers, minutes, registers and agendas, to support compliant record-keeping.
- Coordinate governance plans, meetings and tasks, including evening Board, Sub-committee Meetings and Annual General Meetings.
- Maintain and update the Annual Assurance Evidence Bank to support accurate regulatory assurance submissions.
- Coordinate communications with Leadership Team members, colleagues and volunteer Board Members, using diplomacy to maintain effective information flow and balance fixed deadlines with volunteer and staff availability.
- Monitor regulatory timetables and statutory reporting deadlines, prompting action to keep required activity on schedule.
- Coordinate internal audit plans and monitor progress.
- Support maintenance and review of the company's Policy Framework.
- Coordinate responses to Freedom of Information (FOI), Environmental Information Regulations (EIR), and Subject Access Requests (SAR) with support from the Data Protection Officer.
- Conduct horizon scanning and refer regulatory or governance developments for managerial review.
- Update regulator portals with Board Member details, and other information, within required timescales.
- Support the recruitment and induction of new Board Members by coordinating information, schedules and required documentation.

- Support continuous Board improvement by coordinating the Board Member annual review process and administering training and development plans for Board Members.
- Contribute to performance improvement activity, including reporting complaints performance, and supporting teams to identify improvement opportunities, develop solutions and improve business processes.
- Represent the company at governance and other relevant external and joint networks.
- Undertake any other duties as reasonably required to support the company.

Key Relationships – Internal & External

Internal: Leadership Team, company secretary, senior officers, Board Members and colleagues.

External: Tenants, regulators, internal auditors, other RSLs and sector bodies and networks.

Infrequent external contact required.

Qualifications

- SCQF Level 6 qualification in Business Administration or a related field, or equivalent experience.

Experience

- Significant experience of providing administrative, secretarial and/or governance support.
- Demonstrable experience of taking accurate meeting minutes and maintaining confidential records.
- Demonstrable experience of stakeholder management across varied internal and external groups.
- Demonstrable experience of coordinating deadlines, schedules and information for governance activities.
- Demonstrable experience of monitoring regulatory and statutory requirements, identifying compliance risks and escalating issues appropriately.
- Demonstrable experience of working in a regulated environment.
- Demonstrable experience of completing tasks with a high degree of accuracy and attention to detail.

Knowledge

- Understanding of governance, administration and Board support, and compliant record-keeping requirements.
- Understanding of the Scottish Housing Regulator's regulatory framework for RSLs.
- Understanding of regulatory timetables, statutory reporting deadlines and policy review processes.
- Understanding of confidentiality requirements for sensitive governance information.
- Understanding of Data Protection and Freedom of Information legislation, and associated compliance obligations.
- Understanding of performance improvement approaches.

Skills

- Developed skill in compliant record-keeping, including minute taking.
- Developed skill in planning, coordination and prioritisation.
- Developed report writing skills, with the ability to analyse, interpret and present data effectively.
- Developed skill in communicating governance information to varied audiences.

Personal Attributes / Behavioural Competencies

Demonstrates a professional, reliable and conscientious approach to work.

Remains calm and organised when managing competing priorities.

Builds constructive and respectful working relationships with colleagues and stakeholders.

Embraces change and demonstrates openness to new ideas and ways of working.

Consistently demonstrates our values: equality, excellence and engagement.

Committed to equal opportunities and inclusion.

Additional Information

- Attendance at, and organisation of, in-person, evening Board and Sub-committee meetings is required.
- Low-level physical tasks, including setting up catering or moving furniture for meetings, are required occasionally.

PERSON SPECIFICATION	GOVERNANCE OFFICER	waverley housing

This Person Specification describes the ideal person to fill the role of Governance Officer. It outlines the education, qualifications, experience, knowledge, skills & abilities and personal attributes that will be assessed during the recruitment and selection process, clarifying which are essential and which are desirable for an individual to possess to do the job.

	Essential	Desirable	Assessment method
1. Education & Qualifications			
SCQF Level 6 qualification in Business Administration or a related field, or equivalent experience.	☒		Application
2. Experience			
Significant experience of providing administrative, secretarial and/or governance support, including minute taking and maintaining confidential records.	☒		Application & interview
Demonstrable experience of completing tasks with a high degree of accuracy and attention to detail.	☒		Application & short test
Demonstrable experience working within a Registered Social Landlord or a similarly regulated environment.		☒	Application
3. Knowledge			
Understanding of the Scottish Housing Regulator's Regulatory Framework for Registered Social Landlords.		☒	Application
Understanding of policy review and internal audit processes.		☒	Application & interview
Understanding of process and performance improvement approaches, including how to support colleagues to identify and implement improvements.		☒	Application & interview
Understanding of Data Protection and Freedom of Information legislation, and associated compliance obligations.		☒	Application
4. Skills & Abilities			
Developed skill in planning, coordination and prioritisation.	☒		Application
Developed report writing skills with the ability to analyse, interpret and present data effectively.		☒	Application
Ability to monitor regulatory and statutory requirements, identifying compliance risks and escalating issues appropriately.		☒	Application
5. Personal Attributes			
Remains calm and organised when managing competing priorities.	☒		Interview
Builds constructive and respectful working relationships with colleagues and stakeholders.	☒		Interview
Demonstrates openness to new ideas and ways of working.	☒		Application & Interview
Demonstrates our values: equality, excellence and engagement.	☒		Application
Committed to equal opportunities and inclusion.	☒		Application

GOVERNANCE OFFICER

REMUNERATION PACKAGE

Annual Salary	£40,755 Per Annum Salaries are paid monthly, in arrears, on the last banking day of the month through BACS	
Hours	35 hours per week – Monday to Friday (12 Noon finish on a Friday) Hybrid working available (Minimum of 2 Days in Office)	
Annual Leave	32 days Annual Leave Plus 6 Public Holidays (over Christmas/New Year period) Leave year runs from January to December	
Company Sick Pay	Employees within their 1st year of service 1 complete years' service 2 complete years' service 3 complete years' service 4 years of completed service or over	No entitlement to enhanced sick pay (SSP only) 1 month of full sick pay 2 months of full sick pay 3 months of full sick pay 6 months of full sick pay
Pension Scheme	After three months' continuous service you will automatically be enrolled into the company's non-contributory Group Personal Pension Scheme. After this time, you are entitled to company contributions to a personal pension within the group arrangement. Employee contributions (which are optional) may commence at any time from your date of auto enrolment. Current company pension contributions rates are: 4 – 6 Month's Service – 8% 7+ month's Service – 10%	
Health Plan	The company makes monthly contributions on our employees' behalf into a private Health Plan.	
Death in Service	4 x Basic Salary	

CONFIDENTIAL

CANDIDATE NUMBER	

JOB APPLICATION FORM

VACANCY TITLE	Governance Officer
Where did you hear about this vacancy? (e.g., website, Facebook, etc.)	

Personal Details					
Title		**First Name**		**Last Name**	
Address:					

Home Tel Number		**Mobile or Day Time Tel Number**	
Email Address			

Are you free to remain and take up employment in the UK?	Yes	No
You will be required to provide appropriate documentary evidence of this if offered employment.		

Do you hold a full valid driving licence?	Yes	No
If there are any endorsements on your licence please give details below.		

Please state any relationship you may have with any employee or Board Member of Waverley Housing

CONVICTIONS
Upon offer of employment we reserve the right to request a Disclosure Check. Please provide details below of any convictions which are not spent under the terms of the Rehabilitation of Offenders Act 1974.

EDUCATION AND QUALIFICATIONS

Please use this space to list details of schools, college/universities attended, qualifications and grades gained. Please also include any details of ongoing professional development.

Training and Development
Please provide details of any training or non-qualification based development which is relevant to the post and supports your application. Include details on length of course/nature of training and dates when completed.

Current Membership of any Professional Body/Organisation *(If Applicable)*

IT Skills	
Software Package/Programme	**Level of Knowledge** Please choose from: Basic/Intermediate/Advanced

Employment History (Starting with your most recent employer)					
Name and Address Of Employer					
Start Date		End Date		Salary	
Post Held					
Reason for Leaving					
Brief Description of Duties					

What notice period do you have to give your current employer?	

Name and Address Of Employer					
Start Date		End Date		Salary	
Post Held					
Reason for Leaving					
Brief Description of Duties					

Name and Address Of Employer					
Start Date		End Date		Salary	
Post Held					
Reason for Leaving					
Brief Description of Duties					

Name and Address Of Employer					
Start Date		End Date		Salary	
Post Held					
Reason for Leaving					
Brief Description of Duties					

Please use a separate sheet if you want to add relevant details on further previous employers.

Please detail your suitability for this position in the section below. You should refer to both the Job Description and Person Specification, and outline how you meet the Person Specification (800 word maximum)

In the section below please detail what attracted you to this post (500 word maximum)
In the section below tell us about your personal interests and hobbies (250 word maximum)

EQUALITY ACT 2010	
Do you consider yourself to have a disability?	YES/NO
Please tell us if there are any reasonable adjustments, we can make to assist you in your application or with our recruitment process.	

REFERENCES							
Please provide contact details for your two most recent employers.							
REFERENCE 1				**REFERENCE 2**			
Name				Name			
Job Title				Job Title			
Organisation				Organisation			
Address				Address			
Contact No				Contact No			
Email				Email			
How is this person known to you?				How is this person known to you?			
Do you wish to be consulted before this referee is approached?				Do you wish to be consulted before this referee is approached?			
Yes		No		Yes		No	

DECLARATION/DATA PROTECTION STATEMENT
Please complete the following declaration. *I confirm that the information provided on this application form is correct and any untrue or misleading information will give my employer the right to terminate any employment contract offered.* *I confirm I have the permission of the referees I have provided on this form to pass their personal details to Waverley Housing. I understand and agree to Waverley Housing using this and other data to create and maintain recruitment records on me and for statistical purposes in accordance with current Data Protection regulations. I agree that this information will be kept for the duration of the recruitment process and for 6 months thereafter. Should I be employed I agree that this information will be kept for the duration of my employment and for 6 years thereafter. I am aware I have the right to request a copy of the data held on me.* *I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.* *Signed …….. Date ……..*

Please return your completed application form to: recruitment@waverley-housing.co.uk

CLOSING DATE FOR APPLICATIONS: THURSDAY 10 DECEMBER – 12 NOON

Equality Monitoring Form – Employees, Board Members and Job Applicants

Information for those completing the form

Why are we asking for equality information?

Waverley Housing wants to meet the aims and commitments set out in its Equality Opportunities and Diversity Action Plan. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce and Board in encouraging equality and diversity.

We need your help and co-operation to enable us to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes and to meet our legal and regulatory obligations.

What do we do with equality information?

We use equality information for a range of purposes, including to help us to:

- protect and promote your rights and interests;
- promote equality objectives across our services;
- identify and eliminate any form of discrimination.

Do you need to answer every question?

By answering as many questions as possible you will help us meet your needs better, but we provide options throughout this form to allow you to provide only the information you want to give us. You can complete some questions and not others or you can complete parts of questions. The form has space for you to tell us more about your needs if you want.

How do we process your equality information?

We process equality information strictly in line with data protection law, including by:

- processing your equality data confidentially;
- restricting access only to relevant staff members;
- retaining equality information only as long as necessary;
- sharing data only as lawfully permitted; and
- destroying data securely.

Who do we gather equality information about?

We gather equality information from:

- people who apply for a home;

- tenants;
- people who apply for a job with us;
- our employees;
- board and committee members.

Further information can be found within our Privacy Policy and Fair Processing Notice (Employees and Board Members). Contact HR to request a copy.

Other formats: If you would like this form in any other format please contact HR.

Name

Name:	

Age

Note: We may request a specific date of birth in certain forms when this is required in law. Under the Equality Act, you are protected from age discrimination in all aspects of your employment including recruitment, employment terms and conditions, promotions and transfers, training and dismissals.

What is your date of birth? (DD/MM/YYYY)	
Prefer not to say	

Alternative format:

Please tick the band for your age:	16–24		25–34	
	35–44		45–54	
	55–65		65+	
Prefer not to say				

Belief or religion

Please tick the box which best describes your belief or religion from the list below?

Buddhism:					
Christianity					
Catholic:		Protestant:		Other:	
Hinduism:					
Islam:					
Judaism:					
Sikhism:					
Other religion (please state what this is):					
No specific belief in religion (for example, atheism or agnosticism):					
Other belief (for example, humanism):					
Prefer not to say					

Please use the space below to tell us about any particular requirements relating to your beliefs or religion:

Please tick here if you want to discuss this matter in confidence:	

Disability

Are you a disabled person?	Yes		No	

If yes, please tick the box which category you would use from the following list:

Autoimmune: (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)	
Learning difficulties: (for example, Down's Syndrome)	
Mental health issue: (for example, depression, bi-polar)	
Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)	
Physical impairment: (for example, wheelchair-user, cerebral palsy)	
Sensory impairment – hearing impairment	
Sensory impairment – visual impairment	
Other: If none of the categories above apply to you, please specify the nature of your impairment.	
Prefer not to say	

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	

Ethnicity

Please tick the box that best describes your particular ethnic group:

African

African, African Scottish or African British:	
Other African background (please specify):	

Asian, Scottish Asian or British

Bangladeshi, Bangladeshi Scottish or Bangladeshi British:	
Indian, Indian Scottish or Indian British:	
Pakistani, Pakistani Scottish or Pakistani British:	
Chinese, Chinese Scottish or Chinese British:	
Other Asian background (please specify):	

Black or Caribbean

Caribbean, Caribbean Scottish or Caribbean British	
Black, Black Scottish or Black British	
Other Caribbean or Black background (please specify)	

Mixed groups

Mixed or multiple ethnic group (please specify)	

White

English	
Gypsy Traveller	
Irish	
Polish	
Roma	
Scottish	
Welsh	
Other British	
Other group (please specify your ethnic group)	
Prefer not to say	

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	

Marriage and civil partnership

Are you presently in a civil partnership?	Yes		No	
Are you presently married?	Yes		No	
Prefer not to say				

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	

Pregnancy and maternity

Are you pregnant?	Yes		No	
Have you taken maternity or paternity leave in the past year?	Yes		No	
Prefer not to say				

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	

Sex

What is your sex?	Female		Male		Intersex	
Prefer not to say						

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	

Gender re-assignment (trans/transgender)

Do you consider yourself to be a trans person?	Yes		No	
Prefer not to say				

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	

Sexual orientation

What is your sexual orientation?

Bisexual	
Gay man	
Heterosexual/straight	
Lesbian/ gay woman	
Other	
Prefer not to say	

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	

General

Please mark this box if there are any issues that you want to discuss with us in confidence	

Consent

I consent to Waverley Housing collecting and processing the above data to ensure that processes address any form of discrimination, promote equality objectives and address my needs.

I am aware that I can withdraw this consent at any time by telling Waverley Housing.

Signature:	
Date:	

PRIVACY NOTICE – EMPLOYEES AND JOB APPLICANTS

Introduction

The purpose of this Employee Privacy Notice is to explain to you the reasons why we may hold and use your personal data and explain your rights under the current data protection laws.

This notice explains what personal information we collect, when we collect it, how we process it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner.

Waverley Housing controls and processes a range of personal information about you. In this Privacy Notice your 'personal information' means your personal data i.e. information about you from which you can be identified. Your personal information does not include data where your identity has been removed (anonymous data). It is important that the personal information that we hold and process about you is accurate and up to date. Please keep us informed if your personal information changes during your engagement with us.

Who we are

Waverley Housing is a Scottish Charity (Scottish Charity Number SC026231), a Company registered in terms of the Companies Acts, with Registration Number 115066 and having its Registered Office at 51 North Bridge Street Hawick TD9 9PX.

We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the UK GDPR and Data Protection Act of 2018 (the 2018 act), the Data Use and Access Act (2025), together with any domestic laws subsequently enacted.

We are registered as a Data Controller with the Office of the Information Commission (IC) under registration number Z6860509 and we are the Data Controller of any Personal Data that you provide to us.

Our Data Protection Officer (DPO) is RGDP. Any questions about this notice or our privacy practices should be sent FAO of DPO to the contact details below.

Contact details

Post	51 North Bridge Street, Hawick, TD9 9PX
Tel	01450 364200
Email	info@waverley-housing.co.uk

How we collect information from you and what we collect

We may collect information in several ways which include:

- Personal data which you have provided to us
- Recruitment processes including information obtained from agencies
- Your identification documents you have given us
- Background checks conditional for your engagement with us (if relevant)
- PVG/Disclosure/DVLA checks relating to criminal convictions/offences
- Former employers or other individuals whom you have given us permission to contact to provide us with a reference
- Medical professionals provide us with appropriate health information in order that we can manage any health- related situations that may have an impact on your ability to work with us.
- Membership with professional bodies that confirm membership
- Qualifications/training bodies that provide us information relating to you
- Web browsing history and email exchanges can be routinely monitored for the purposes of maintaining the IT infrastructure
- HMRC
- Trade Union
- Government agencies and other public authorities
- Debt agencies
- Line managers and colleagues.

Throughout your employment with Waverley Housing, we may process the following information:

- Name, address and contact telephone numbers for home, work or mobile and email addresses
- Date of Birth
- Marital Status
- Beneficiary details (Group Life Assurance Scheme)
- Unspent convictions under the Rehabilitation of Offenders Act 1988
- Evidence of eligibility to work in the United Kingdom or proof of identity information and documentation required under immigration laws such as passports, work permits, residency information
- Information about your involvement in any bankruptcy, insolvency or fraud
- Health conditions
- Personal characteristics such as gender, nationality, ethnic group, disabilities
- Employment history, qualifications and CVs
- Referee name, address and contact details and references
- Next of Kin contact name, address and contact numbers
- National Insurance number
- Vehicle and employee tracking records and flexi-time records
- Driving entitlements, including any endorsements
- Bank details
- Pension details, including any Additional Voluntary Contributions

- Relationships within Waverley Housing
- ID photo
- Conflicts of Interest - declarations of interest and annual code of conduct
- Equalities data monitoring information including protected characteristics
- CCTV imagery
- Telephone call recordings.

Why we need this Information and how it will be used

We collect and use your information and personal data for:

- Recruitment, selection and induction processes
- Administration of contracts of employment
- Payment of salaries and other financial benefits derived from your employment and payment of expenses
- Compliance with health & safety legislation, including Occupational Health surveillance records, safety of staff
- Pensions administration and associated benefits
- Appraising performance and identifying training and development needs
- Membership of professional bodies
- Absence management
- Disciplinary and grievance matters, staff disputes, employment tribunals
- Vetting checks, e.g. Protecting Vulnerable Groups Scheme, Disclosure Scotland, Companies House
- Managing unproductive time, to confirm whereabouts of staff in emergencies, to ensure staff health and safety, to manage flexitime requests and as evidence in any grievance or disciplinary actions
- Regulatory Standards and Statutory Returns
- Contact in emergency situations and with your next of kin
- To ensure those driving company vehicles are legally licensed to do so for all other purposes consistent with the proper performance of our operations and business
- To process your monthly salary payments
- To allow your pension provider to process pensions information and handle your pension;
- To allow electronic payslips to be produced and issued to you
- External HR advisors
- If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new or prospective business partners or owners.

In addition, you have certain rights where we use automated decision making in respect of you or your personal data and we will inform you of any such processing and those rights should we use any such processes.

Your information will only be stored within the UK.

Lawful basis for processing

When we use your information, we are required to have a lawful basis to do so. The lawful basis we may rely on include:

Contract
Where our use of your personal information is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract. This includes where you apply for housing and in order to enter into and perform your tenancy agreement.

Consent
Where you have given us clear consent for us to process your personal information for a specific purpose. This will only apply in limited circumstances where we have clearly asked for your consent.

Vital Interests
Where our use of your personal information is necessary to protect you or someone else's life.

Public Task
Where our use of your personal information is necessary for us to perform a task in the public interest or for our official functions and the task or function has a clear basis in law. This may apply to our public functions as a registered social landlord.

Legal Obligation
Where our use of your personal information is necessary for us to comply with the law. This includes our regulatory obligations, such as those imposed on us by the Scottish Housing Regulator.

Legitimate Interest
Our legitimate interests (including early stages of the recruitment selection process, CCTV recordings, telephone call recordings, maintenance of disaster recovery plans, recording next of kin details, etc)

Predefine Legitimate Interest
Where there is a redefined legitimate interest, as defined under the Data (Use and Access) Act 2025 and by the relevant Secretary of State.

Special Category Data
Special categories of personal data means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you.

The special categories of personal information referred to above require higher levels of protection. We need to meet additional legal requirements for collecting, storing and using this type of personal information.

Our legal basis for processing your special category data is:
(a) Explicit consent
(b) Employment, social security and social protection (if authorised by law)
(c) Vital interests
(d) Not-for-profit bodies
(e) Made public by the data subject
(f) Legal claims or judicial acts

(g) Reasons of substantial public interest (with a basis in law)
(h) Health or social care (with a basis in law)
(i) Public health (with a basis in law)
(j) Archiving, research, and statistics (with a basis in law).

Sharing of your information

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

We may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors, agents, suppliers or subcontractors, government agencies and regulators and healthcare providers so far as reasonably necessary, and in accordance with data protection legislation.

We may also disclose your personal data:

- with your consent
- to the extent that we are required to do so by law
- to comply with any regulatory requirements
- to protect the rights, property and safety of us, our tenants, users of our websites and other persons
- in connection with any ongoing or prospective legal proceedings
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory body involved in any complaint, whether investigating the complaint or otherwise
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling
- to another organisation if we enter a joint venture or merge with another organisation.

- To process payments due, including salaries, NI contributions, tax deductions, expenses, social club contributions, direct savings, wage arrestment and any other payments as may be required of us or directed by you
- To allow your pension provider to process pensions information and handle your pension
- To allow staff requests for electronic payslips to be produced and issued
- If we enter into a joint venture with or the company is sold to or merged with another business entity, your personal information may be disclosed to any new business partners or owners
- For any legal actions relating to your employment with, or
- membership of, the Company initiated by us or you
- To allow statutory authorities such as the Health and Safety Executive to receive personal information required by them for the discharge of their statutory duties or to provide support e.g. through Occupational Health
- To allow regulatory standards or statutory requirements to be met
- To permit IT support on our systems, e.g. Payroll and HR
- To permit our insurers to provide relevant cover for our vehicles.

Your information will only be processed within the UK, except, where international transfers are authorised by law.

Transferring outside of UK and Europe

We will only store your information within the UK and EEA. Data shared on Twitter and Instagram may be shared outside of this region and would be covered by the privacy policies of the social media platforms.

Security

When we are provided with personal data, we take steps to make sure that your personal information is kept secure and safe. All data is held in accordance with our data protection policies and procedures.

How long we keep Information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you. After which data will be destroyed if it is no longer required for the reasons it was obtained.

Our Data Retention Periods are referred to in our Records Retention & Disposal Policy and Retention Schedule and available upon request or from our website at: Waverley Housing - Policies and Procedures.

Your rights

If you do not wish to provide your personal data

You have obligations under your employment contract or other agreement with us (including any potential contracts of employment/other agreements) to provide us with requested personal data. This may include name, qualifications and experience, contact details, your right to work in the UK and payment details. If you do not provide the requested information, this may mean that we cannot enter into a contract/agreement with you. You may also have to provide us with personal information in order to exercise your statutory rights, such as in relation to statutory leave entitlements.

Your Rights

You have the right at any time to request to exercise your data subjects' rights in relation to the following:

- the right to be informed
- the right to access
- the right to rectification
- the right to object to processing

- rights in relation to automated decision making and profiling
- the right to be forgotten
- the right to data portability
- the rights to restrict processing.

If you would like to exercise any of your rights above, please contact us at info@waverley-housing.co.uk in the first instance. You should note that your rights under the UK GDPR and 2018 Act are not absolute and are subject to qualification.

How to complain

If you are not satisfied with our handling of your request, in the first instance contact us with your complaint so that we can investigate. Complaints over handling your rights should be sent to info@waverley-housing.co.uk and marked GDPR Complaint.

Our Data Protection Officer is RGDP and can be contacted either via: info@waverley-housing.co.uk

If you remain unsatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commission in relation to our use of your information. The Information Commission's contact details are noted below:

Information Commission Telephone: 0303 123 1113 Online: Make a complaint | ICO

The accuracy of your personal information is important to us – please help us keep your records updated by informing us of any changes to this.

Document control	
Version	1
Date	Nov 26
Author	Assist Director of Governance
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Next review	Nov 27

waverley housing

51 North Bridge Street
Hawick • TD9 9PX
T: 01450 364200
E: info@waverley-housing.co.uk
www.waverley-housing.co.uk

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@WaverleyHousing

To request this report in an alternative format,
e.g. large print or different language
please call 01450 364200



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