



KEYSTAGE HOUSING WEBSITE USER POLICY

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1. DATA PROTECTION

- 1.1. Keystage Housing is committed to protecting all personal information that we hold, and we comply with all applicable privacy and data protection laws openly and transparently. We have policies and procedures in place covering our data protection responsibilities to ensure we follow the data protection principles and process all personal information fairly and lawfully in a way that respects your rights under the UK Data Protection Act 2018. This commitment includes compliance with the General Data Protection Regulation (GDPR) 2016/679 as implemented in the UK as part of the Data Protection Act 2018.
- 1.2. When we gather personal information from you, we will ensure that what we collect is adequate, relevant, and not excessive to our needs. We take care to ensure your personal information is accurate and up to date, used solely for the reasons for which it was collected and retained only for as long as is necessary. We will not transfer any personal information outside of the European Economic Area unless the country receiving your information has the same or higher data protection standards than those in the UK.
- 1.3. This policy relates to our use of any private and personal information you provide to us via our website but also including, by electronic mail, telephone, message service, via written correspondence, and in person.

2. USE OF PERSONAL INFORMATION

- 2.1. Our legal basis for obtaining, holding, and processing personal information via this website is as follows:
 - 2.1.1. We process personal information where necessary for the performance of a contract;
 - 2.1.2. If you contact us to make a general enquiry, we use your personal information to respond to your query and provide the information that you have requested.
- 2.2. We may collect the following information from you when you use our website:
 - 2.2.1. Name, contact information, including email address, postal address, and phone numbers.
- 2.3. We may, at our discretion, disclose your personal information to third parties such as service providers where necessary to fulfil our contractual obligations.
- 2.4. We only keep personal information for as long as we have a use for it or are legally obliged to keep it. Personal data held in our electronic and paper filing systems is destroyed or deleted when it is no longer required.
- 2.5. We will not sell, share, distribute or disclose your personal information without your consent unless it is necessary to deliver our services or if we believe a regulator or law enforcement agency requires it, or to comply with any other applicable legal obligation such as safeguarding.
- 2.6. We do not process any special categories of personal information, and we do not undertake any automated processing or profiling of any personal information.
- 2.7. We use SSL encryption to protect personal information online and in transit to and from this website.



3. YOUR RIGHTS

3.1. You have the right to:

- 3.1.1. Request a copy of the information we hold about you. Requests should be emailed to us via the website “contact us” page. We will respond within 30 days;
- 3.1.2. Tell us to change your personal information if it is incomplete or inaccurate;
- 3.1.3. Ask us to delete or remove your data if there is no compelling reason for us to continue using or holding this information.

4. WEBSITE USER DATA

- 4.1. We collect personal data from users of our website. When the user completes the referral process or reports an issue via our website, we store the personal information they provide on our systems. Only authorised administrators of the site and our IT systems can view and edit this information. All authorised users are subject to appropriate confidentiality agreements.
- 4.2. The website hosting provider may record interactions with this website in the form of website server logs which could include records of your remote IP Address, the resources accessed on our site, date and time information and details of your browser. This data collection is part of their website analytics services and is outside of our control.

5. LINKS TO EXTERNAL WEBSITES

- 5.1. This website may contain hyperlinks to websites owned and operated by third parties, including social media companies and service providers. Selecting any of these external links establishes a direct connection between your browser and these third parties’ servers. These websites, and the personal data that they collect from you are outside of our control, and they will have separate privacy policies and user data collection mechanisms. We do not accept any responsibility or liability for the privacy practices of such third-party websites, and your use of such sites is at your own risk.

6. COOKIES

- 6.1. Cookies are small text files that are sent to your computer, mobile phone, or any other internet-enabled device by a web server when you visit a website. These often include a unique identifier. Cookies help make sites work efficiently and analyse web traffic to provide business and marketing information, to enable developers to make informed decisions on the advancement of websites.
- 6.2. Overall, our cookies help us to provide you with a better service by allowing us to monitor which pages you find useful and which you do not. A cookie does not give us any access to your computer or any personal information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer, but this may prevent you from taking full advantage of the website.
- 6.3. In summary, our cookies will:
 - 6.3.1. Allow our website to work correctly, and help keep it secure;



- 6.3.2. Help us understand how you use our site;
- 6.3.3. Improve your experience by remembering information that you have provided to us.

7. CHANGING COOKIE SETTINGS

- 7.1. If you wish to change your cookie settings, then you can do this through your browser settings. Each browser works differently, so an excellent place to start is by searching 'cookie settings' in your browser's help section. However, changing your cookie settings to block some or all of our cookies may affect how well our website performs for you.

8. YOUR CONSENT

By choosing to use our website, you're consenting to the use of the cookies that our site delivers. You can, at any time, change your cookie settings using the options available in your browser settings.

9. WHAT COOKIES DO WE USE?

- 9.1. Websites use lots of different cookies, each with specific purposes. We have divided the cookies that we use into the distinct categories of necessary cookies and performance cookies. We do not use any third-party cookies or targeting/advertising cookies.
- 9.2. **Necessary cookies**
 - 9.2.1. These cookies ensure our website operates as you would expect. If you choose to block them, then we can't guarantee our site will perform as intended.
- 9.3. **Performance Cookies**
 - 9.3.1. These cookies help us to improve the way our site operates, telling us how visitors use each page, and which pages they view most often. They are also used to record any errors should they occur for diagnostic purposes.
 - 9.3.2. Where Google Analytics is used to collect visitor statistics to improve our site, a relevant data processing agreement is in place with Google. There is no exchange of data with other Google services, and any IP addresses collected are anonymised. If you prefer blocking the Analytics script completely, you can download an opt-out plugin for Google Analytics [here](#). This plugin will exclude your visit from the statistics of all websites using Google Analytics.
 - 9.3.3. Examples of the information we may collect include:
 - 9.3.3.1. What content our visitors view, their browsing actions and how they use our site;
 - 9.3.3.2. When visitors use our site;
 - 9.3.3.3. What leads people to our site;
 - 9.3.3.4. What technology of visitors use to access our site;
 - 9.3.3.5. The general geographical location of the visitors to our site;
 - 9.3.3.6. Identifiers such as IP address that may allow the linking of information collected to an individual.
 - 9.3.4. Our performance cookies allow us to:



- 9.3.4.1. Understand how our site is used so we can make improvements for our customers;
- 9.3.4.2. Measure the performance of our site;
- 9.3.4.3. Test different versions of our site;
- 9.3.4.4. Understand what devices, browsers, and technologies we should design our website to support;
- 9.3.4.5. Track any visitor trends that may help us to plan for the future.
- 9.3.5. Our performance cookies won't:
 - 9.3.5.1. Store any personal information on your device beyond details of your current visit to our site.

9.4. **Third-Party Cookies**

9.4.1. These are cookies that are provided by third parties who deliver functionality embedded within websites. Our website does not use any third-party cookies.

9.5. **Targeting and Advertising Cookies**

9.6. These are cookies that manage advertising on websites that gather information from you and your web browsing device to display advertisements on relevant topics that may be of interest to you. Advertisers use these cookies to gather the information to share with other advertisers. Our website does not use any targeting or advertising cookies.

10. **MONITORING AND REVIEW**

- 10.1. We will continue to review the effectiveness of this policy to ensure it is achieving its stated objectives.
- 10.2. Line Managers and team leaders will be responsible for general monitoring of this policy. Transgression will be reviewed with individual staff members, but in some cases, it may be appropriate to record examples for discussion as part of staff training or discussion at team meetings.
- 10.3. Significant and/or repeated breaches of this policy will lead to disciplinary action, up to and including dismissal.
- 10.4. We will review the operation of this policy regularly and make any necessary additional amendments.

11. **RELATED POLICIES**

- GF02- IT & Communications Systems Policy
- GF03- Data Protection Policy
- GF04- Data Security Policy
- GF05- Personal Data Breach Notification Policy