

Privacy Policy

Management policy 15

Keniston

1 Privacy Commitment

- 1.1 Keniston Housing Association Limited (“Keniston”) [ICO Registration No: Z5592620], is committed to safeguarding your online privacy when using its website. It does this by operating within the requirements of applicable law, such as the Data Protection Act 1998.
- 1.2 This Privacy Policy relates only to your use of our website which includes the use of the “My Tenancy” portal and our response to any requests or enquiries which are made via the website.
- 1.3 This policy sets out how any personal information provided by you on this website will be treated.

2 Personal information

- 2.1 The details which you provide about yourself and any information which may identify you will be collected by us when you:
 - browse through the pages of our website,
 - use the various forms on the website
 - register using our website to receive services.
- 2.2 This information is collected using cookies.
- 2.3 Keniston takes all reasonable security measures to protect personal information from loss, unauthorised access, destruction, modification or disclosure.

3 Use the personal information

- 3.1 We will use your information to:
 - set up and manage your online tenancy account
 - respond to your interest in our services,
 - respond to any enquiries you make and,
 - keep you updated with any relevant news and about products and services we may offer.
- 3.2 Unless completing one of our online forms, we do not make any attempt to find out the identities of those visiting our website and we will not associate any data gathered from our site with any personally identifying information from any source.
- 3.3 We collect standard internet log information and details of visitor behaviour patterns, using Google analytics. We do this to help improve our services by finding the number of visitors to the various parts of our website and what particular articles are being viewed.

4 Sharing of personal information

4.1 Information you have provided will be used across our organisation to:

- ensure you receive the services you have requested;
- ensure your information is accurate and up to date;
- promote other products and services we may offer and/or,
- keep you updated with the latest news.

4.2 We will not sell your information to any third parties nor will we share your information except where we are required to by law.

5 Cookies

5.1 Cookies are text files that are placed on your computer by the various websites you visit. These are widely used to enable websites to work properly. For example, they enable the website to remember your actions and preferences so that you do not have to keep re-entering the information; they can also help ensure that the right personal information collected is attached to the individual who submitted the information.

5.2 Most web browsers allow some control of most cookies through the browser settings. You may delete and block cookies if you wish from our site, however, please be aware that this could affect some of the functioning of our website.

5.3 We sometimes embed video content and photos from websites such as YouTube and Flickr. Pages with this embedded content may present cookies from these websites. You should check the relevant third party website for more information about these cookies.

5.4 If you would like further information relating to cookies and what they do and how to delete them, please visit:

www.aboutcookies.org or www.allaboutcookies.org

5.5 To opt out of being tracked by Google Analytics across all websites, please visit:

<http://tools.google.com/dlpage/gaoptout>.

6 Your rights

6.1 You have the right to request access to the personal information we may hold about you and to also ask us to correct, update or remove information you think is inaccurate.

7 Disclosure of personal information

7.1 No personal information provided to us by you will be passed on to third parties for commercial purposes.

7.2 There may be times when we need to share personal information across our organisation and with other relevant bodies (e.g. those we may have commissioned to deliver the particular service on Keniston's behalf). For example, this might be necessary when we investigate a complaint that has

been made about a service and the sharing of this information will help respond to or remedy the complaint.

7.3 In addition, we may disclose information about you to the extent we are required to do so by law, in connection with any legal proceedings or prospective legal proceedings, in order to establish, exercise or defend our legal rights (including the prevention and detection of fraud) or to any purchaser or prospective purchase of our business.

8 Links to other websites

8.1 This Privacy Policy only applies to this website and does not cover the links within this site to other websites. When you use a link to other websites, you should read and be aware of their Privacy / Cookie Policies.

9 Changes to our Privacy Policy

9.1 We regular review our Privacy Policy and any updates will appear on this webpage.

10 How to contact us

10.1 Please contact us should you have any questions relating to this Privacy Policy or if you would like to make a request to view or update your personal information. You can do so my from either the Contact Us page of our website or by letter or email to the address provided below:

- Address: Keniston Housing Association Limited, 13 Artington Close, Farnborough, Kent, BR6 7UL.
- Email: enquiries@kenistonha.co.uk

This Policy was approved by the Management Team on 27th July 2017