

OCTAVIA HOUSING

Website Privacy Statement

1 Purpose

1.1 This statement sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data.

1.2 Our website is designed to comply with the General Data Protection Regulation 2016 and the Data Protection Act 2018 (referred together in this Statement as 'the GDPR' for ease of reference).

2 Who is responsible for my information?

2.1 Octavia Housing (the "Data Controller"), is responsible for the collection, processing, storage and safe keeping of any information you provide on this website and the information you provide will be managed in accordance with relevant legislation (e.g. GDPR).

3 What information do we collect about you?

3.1 As part of delivering services to you, certain personal information we collect and process will enable us to respond to your enquiry/interest in our service. This information is collected using cookies.

4 How will we use the information about you?

4.1 We will use your information to respond to your interest in our services, respond to any enquiries you make and keep you updated with the latest news (marketing) and products/services.

5 Who we may share your information with?

5.1 Information will be used across the organisation to ensure you are receiving all services you have requested; ensure your information is accurate and up to date and to promote other products we offer and/or to keep you updated with the latest news.

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

6 Cookies

6.1 [Visiting our Website](#)

6.1.1 When someone visits our website, we collect standard internet log information and details of visitor behaviour patterns, using Google analytics (see section 6.3 - How we use Cookies). We do this to find out things such as the number of visitors to the various parts of the site.

6.1.2 We do not make any attempt to find out the identities of those visiting our websites. We will not associate any data gathered from this site with any personally identifying information from any source.

6.1.3 If we do want to collect personally identifiable information through our website, we will tell you. We will make it clear when we collect personal information and will explain what we intend to do with it.

6.2 What are Cookies

6.2.1 Cookies are text files placed on your computer by websites you visit. These are widely used to enable the websites to work properly (e.g. ensuring that the right personal information collected is attached to the individual who submitted it) when collecting information that you have provided to the Data Controller. You may delete and block cookies if you wish from this site, however, please be aware that this could affect the functioning of this website. 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

6.3 How we use cookies

6.3.1 Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

6.3.2 These cookies are used to collect information about how visitors use our websites. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

6.4 Third party cookies

6.4.1 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.

6.5 Accepting cookies

6.5.1 For this site to function properly you will need to accept cookies. Please be aware that if you do not accept cookies, certain personalised features of this website cannot be provided to you.

7 Access to your personal information and correction

7.1 Access to your personal information

7.1.1 You have the right under Article 15 of the GDPR, to request access to the personal information we may hold about you. If we do hold information about you, we will:-

- Give you a description of it;
- Tell you why we are holding it;
- Tell you who it could be disclosed to; and
- Let you have a copy of the information in an intelligible form.

If you would like to know what, if anything, we may hold about you, you may put your request in writing to the address provided below.

7.2 Correction to your personal information

Under the GDPR, you have the right to erasure which is also known as the 'right to be forgotten'. This enables you to request the deletion or removal of personal data where there is no compelling reason for its continued processing by Octavia.

7.3 Restriction on processing

A data subject has the right to require a controller to stop processing his/her personal data. When processing is restricted, we are allowed to store the personal data but not further process it.

7.4 Objection to processing

Individuals have the right to object to processing in certain circumstances. We must stop processing the personal data unless we can demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual; or the processing is for the establishment, exercise or defence of legal claims by/against Octavia.

7.5 Withdrawal of consent

An individual has the right to withdraw consent at any time.

7.6 Security of your personal data

We will use your personal data in a way which ensures appropriate security of the data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

8 Disclosure of personal information

8.1 In most circumstances we will not disclose your personal information without consent, except where we are required to do so by law.

8.2 However, there will be times when for example we investigate a complaint about a service, we may need to share personal data across Octavia and other relevant bodies

8.3 You can obtain further information on:

- Information Sharing & Partnership Agreements we have with other organisations we work with to deliver services
- Circumstances where we could pass personal data without your consent (e.g. prevention or detection of crime).

9 Links to other websites

9.1 This Privacy Statement only applies to this website and does not cover the links within this site to other websites. So if you link to other websites, you should read their Privacy / Cookie Policies.

10 Changes to our PrivacyStatement

10.1 This Privacy Statement will be reviewed from time to time to ensure that it continues to meet the needs of Octavia and is in line with current legislation.

11 How to contact us

11.1 Please contact us should you have any questions relating to this Website Privacy Statement or if you would like to make a Subject Access Request (SAR) to see what, if any, personal data we may hold on you.

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