

Website Privacy Notice

IMPAKT Housing & Support (“we,” “us,” “our,” or the “Organisation”) is committed to protecting the privacy of individuals who visit the Organisation’s websites (“Visitors”) and individuals who register to use the Services as defined below (“Clients”). This Privacy Notice describes Organisation’s privacy practices in relation to the use of the applications and services offered by **IMPAKT Housing & Support** (collectively, the “Services”), as well as individuals’ choices regarding use, access and correction of personal data.

1. Contact information

For the purpose of applicable data protection legislation, the data controller of your personal data is IMPAKT Housing & Support located in Bedfordshire, UK.

Questions regarding this Privacy Notice or the information practices of the Organisation’s websites and Services should be directed to the IMPAKT Housing & Support privacy team by emailing us at privacy@impakt.org.uk or by mailing us at the address below:

IMPAKT Housing & Support
Data Privacy Team
43 Bromham Road
Bedford
MK40 2AA

2. Scope of Data Privacy

This Privacy Notice covers the information practices, including how the Organisation collects, uses, shares and secures the personal information you provide, of application and services that link to this Privacy Notice (collectively referred to as “the Organisation’s Applications”).

Sharing personal information on the IMPAKT Housing & Support website is entirely voluntary and can only be the result of registration. When you use IMPAKT Housing & Support’s application/website, we collect and store your personal information as provided by you. We may collect and store the following personal information - name, address, contact numbers, email address, physical contact information, and photographs.

IMPAKT Housing & Support provides a website with opportunities for individuals and organisations to engage and communicate with IMPAKT Housing & Support. Sharing personal information on our website can only be the result of visiting pages, registration, or an explicit request to communicate with IMPAKT Housing & Support as an organisation.

IMPAKT Housing & Support applications and website may contain links to other websites. The information practices or the content of such other websites is governed by the privacy notices of such other websites. We encourage you to review the privacy notices of other websites to understand their information practices.

3. Consent:

We do not process any personal sensitive data (e.g., national insurance numbers, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometrics or genetic characteristics, criminal background or trade union membership) via our website hence do not disclose any such information on or through the application or services or otherwise to us.

By clicking “I Agree” or any other button indicating your acceptance to this privacy notice, you expressly consent to the following:

- the collection, use, disclosure and processing of your personal data in the manner described in this privacy notice, including our procedures relating to cookies, IP addresses and log files.
- us sharing your personal data with relevant persons working for service providers who assist us to provide our services.
- If you have enabled cookies on your web browser, you consent to our use of cookies as described in this privacy notice.

If you later want to change your consent, contact IMPAKT Housing & Support at privacy@impakt.org.uk.

4. Types of data collected directly from User

- IMPAKT Housing & Support collects and stores personal information whenever you use our website that requires information persistence, such as requesting subscription to the newsletter, or submitting an enquiry
- When expressing an interest in obtaining additional information about the Services or registering for an event, IMPAKT Housing & Support requires you to provide the Organisation with personal contact information, such as name, Organisation name, address, phone number, and email address (“Required Contact Information”).
- When Visitors apply for a job with the Organisation, IMPAKT Housing & Support will require you to submit your CV as well as some additional personal information via an application form (“Applicant Information”).
- Required Contact Information, Applicant Information and any other information you submit to IMPAKT Housing & Support in any electronic or verbal communications are referred to collectively as “Data.”

5. Types of data collected indirectly from User

- IMPAKT Housing & Support uses cookies and other technologies to provide your online experience and also to assess in aggregate, the ways in which people use our services.
- IMPAKT Housing & Support servers store information when you visit a IMPAKT Housing & Support website. Stored information includes the URL, IP address, browser types and language, and also the date and time of your request.

6. Cookie Policy

IMPAKT Housing & Support uses cookies to make interactions with the Organisation’s websites easy and meaningful. When you visit one of the Organisation’s websites, Organisation’s servers send a cookie to your computer. Standing alone, cookies do not personally identify you; they merely recognize your web browser. Unless you choose to identify yourself to IMPAKT Housing & Support, either by responding to a promotional offer, opening an account, or filling out a web form, you remain anonymous to the Organisation.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any 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. This may prevent you from taking full advantage of the website.

By using this website you agree in the use of cookies on this site.

IMPAKT Housing & Support uses cookies that are either persistent. Persistent cookies remain on your computer after you close your browser or turn off your computer.

7. Data privacy management

- IMPAKT Housing & Support will only process your personal data in accordance with applicable data protection and privacy laws. We need certain personal data in order to provide you with access to our website and services.
- If you created a request for an event or support, you will have been asked to check a tick box indicating your agreement to provide this data in order to access our services, or view our content.
- This consent provides us with the legal basis we require under applicable law to process your data.
- You maintain the right to withdraw such consent at any time. If you do not agree to our use of your personal data in line with this Policy, please do not use our website, application or provide us personal information either over the phone, in email, through web forms or in any other way.

8. Data Sharing

a. Service Providers

IMPAKT Housing & Support may share Data about our Clients with the Organisation's contracted service providers so that these service providers can provide services on our behalf. These service providers are authorised to use your personal information only as necessary to provide the requested services to us. Without limiting the foregoing, we may also share Data about Clients with the Organisation's service providers to ensure the quality of information provided, and with third-party social networking and media websites, such as Facebook, for marketing and advertising on those websites. Unless described in this Privacy Notice, IMPAKT Housing & Support does not share, sell, rent, or trade any information with third parties for their promotional purposes.

IMPAKT Housing & Support stores your information for sales and marketing purposes in the following cloud based software solutions:

- Mail Chimp (US)

IMPAKT Housing & Support stores your personal information for use in general enquiries & job applications:

- IMPAKT Mail Servers (UK)
- IMPAKT File Servers (UK)

b. Third Parties

We may disclose your personal information to any third party with your prior consent.

IMPAKT Housing & Support maintains contracts with these third parties restricting their access, use and disclosure of personal data in compliance with our data protection obligations, and IMPAKT Housing & Support may be liable if they fail to meet those obligations and we are responsible for the event giving rise to damage.

Compelled Disclosure

IMPAKT Housing & Support reserves the right to use or disclose information provided if required by law or if the Organisation reasonably believes that use or disclosure is necessary to protect the Organisation's rights and/or to comply with a judicial proceeding, court order, or legal process.

International transfer of information collected

Your data, including personal data that we collect from you, may be transferred to, stored at and processed by parties in the United States, where data protection and privacy regulations may not offer the same level of

protection as in the UK. By using our newsletter product, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this notice.

9. Communications preferences, opt out and unsubscribe information

IMPAKT Housing & Support offers Visitors, Clients, and Attendees who provide contact information a means to choose how the Organisation uses the information provided. You may manage your receipt of marketing and non-transactional communications by clicking on the “unsubscribe” link located on the bottom of the Organisation’s marketing emails. Additionally, you may unsubscribe by contacting us using the information in the “Contacting Us” section below.

10. Data Retention

We will only retain your personal data as long as reasonably required for you to use the Application(s) and/or to provide you with the, unless a longer retention period is required or permitted by law (for example, for regulatory purposes).

11. Automated Decision Making

We do not use your personal data for the purposes of automated decision-making. However, we may do so in order to fulfil obligations imposed by law, in which case we will inform you of any such processing and provide you with an opportunity to object.

12. Rights and Choices to your Personal Data

Opt-out (Right to Restrict Processing). You may contact us anytime to opt-out of: (i) direct marketing communications; or (ii) any new processing of your personal data that we may carry out beyond the original purpose. Please note that your use of some of the IMPAKT Housing & Support website and services may be ineffective upon opt-out.

Access (Right to be informed, Right of Access) - You may access the data we hold about you at any time via your account by contacting us directly at privacy@impakt.org.uk.

Amend (Right to Rectification) - You can also contact us to update or correct any inaccuracies in your personal data (applicable for website users).

Move (Right to Data Portability) - Your data is portable – i.e. you to have the flexibility to move your data to other service providers as you wish.

Erase and forget (Right to Erasure). In certain situations, for example when the data we hold about you is no longer relevant or is incorrect, you can request that we erase your data.

13. Changes to this Privacy Notice

IMPAKT Housing & Support may update this Privacy Notice from time to time by posting a new version online. You should check this page occasionally to review any changes. If we make any material changes we will notify you by posting the revised Privacy Notice on our Websites. This helps you to always be aware of what information we collect, how we use it and under what circumstances, if any, it is disclosed. Your continued use of the Websites, the Subscription Service, and/or continued provision of Personal Information to us will be subject to the terms of the then-current Privacy Notice.