



CLARION
HOUSING

Privacy and Cookies

This privacy statement tells you what to expect when we process your personal information when you apply to use Clarion Voice.

This statement is specific to the Clarion Voice service and as such, is supplementary to other privacy statements. Please also take a look at our full Privacy Statement for further information about how Clarion Housing Group process your personal information.

We may make changes to this Privacy Policy and Website Terms of Use from time to time by updating this page. You should check this page from time to time to ensure you are aware of any changes.

For the purposes of this service, Clarion Housing Group is working in partnership with Vision Critical, which is an organisation specialising in market research.

Clarion Housing Group includes a number of subsidiary organisations such as Clarion Housing, Clarion Futures and Centra. For a full list of these, please see our [full Privacy Statement](#)

What information do we collect?

In order to use Clarion Voice you will need to register and give us certain information about yourself and lead tenant/owner if it is not you:

- First name
- Surname
- Date of Birth
- Post code
- Email Address
- Home Telephone Number
- Mobile Number

We will only process and ask you to provide personal information that enables us to deliver, improve and report on our services and to support you as a Clarion Voice user.

Provision of the above information (with exception of telephone numbers) is part of a contractual requirement meaning that without this information we will be unable to register you for Clarion Voice. Please contact us to discuss any concerns by emailing support@myclarionvoice.com



As part of using the service we may ask you for further information such as your views on a particular subject. You do not have to provide any personal information if you do not wish to as processing of this information is based on your consent.

Where you provide your contact phone numbers or information about other household members, the processing of this information is carried out for the purpose of legitimate interests in order to manage your service.

What do we do with the information we collect?

The information you provide will be used:

- to verify you are a customer of Clarion Housing Group.
- to register you as a user of Clarion Voice and to facilitate your use of the service.
- to verify information we currently hold on our system
- to record your views on various topics
- to evidence the results of our resident involvement and consultation to our regulator
- to direct local information or relevant articles to you based on your location

We may contact you in connection with the service by telephone, email or by Facebook Messenger if you have signed up to this service.

We will not obtain any information from any other sources for the purpose of Clarion Voice.

We will not use information collected on this site to facilitate any marketing by Clarion Housing Group or any of its partners. We do not sell any data to third parties for any purposes.

How will manage your personal information?

Processing of your personal information will be undertaken in accordance with data protection law including the Data Protection Act 1998 (which will be replaced with the General Data Protection Regulations known as the GDPR, in May 2018). We will treat your personal information fairly and lawfully and we will ensure that information is:

- Processed for limited purposes;
- Kept up-to-date, accurate, relevant and not excessive;
- Not kept longer than is necessary; and

- Kept secure.

We are committed to ensuring that your information is secure. We have put appropriate technical and organisational measures in place to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

We will not transfer your data out of the EEA.

Who will we share your information with?

Clarion Housing Group are working in partnership with Vision Critical who provide this service and therefore Vision Critical have access to a limited amount of personal information belonging to our customers to enable them to facilitate the running of the site.

Other than this we will not transfer, disclose, sell, distribute or lease your personal information to third parties outside of the Clarion Housing Group, other than where we have your permission to do so or where we are permitted or required to do so by law. For example, we may share information when this is required by our Regulator, the Police for the purpose of prevention or detection of crime or by the DWP or Cabinet Office for fraud prevention.

Your rights in relation to your data

Under the Data Protection Act 1998 (and the General Data Protection Regulations from May 2018), individuals have a right to access and receive a permanent copy of all their personal information which Clarion Housing Group holds. Details of how to submit a request can be found in our full Privacy Notice along with information about all of the other rights you have under Data Protection Law.

If you think any information we have about you is incorrect or incomplete, please write or e-mail us and we will correct or update this as soon as possible.

How long will you keep my data?

You can decide to leave Clarion Voice at any time. If you do, your personal details will be immediately deleted. Otherwise, we will retain your personal data for as long as you are a member.



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Further Information

You can find our more information about Clarion Housing Group process your personal information at www.myclarionhousing.com

Alternatively, for more information or to discuss any concerns, please contact:

The Data Protection Officer
Clarion Housing Group
Level 6, 6 More London Place
Tooley Street
SE1 2DA
dataprotection@clarionhg.com

For independent advice about data protection, privacy and data-sharing issues, or to raise a complaint about our data processing you can contact the Information Commissioner. (Lots of useful information is accessible on their website):
Information Commissioner

Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF.
Phone: 0303 123 1113

Email: casework@ico.org.uk
Website: www.ico.org.uk

Cookies

What is a cookie?

Cookies are small text files that are sent by websites that you visit to recognise who you are when you return there. The files are stored on your computer's hard drive, and are read by your web browser.

Clarion Housing takes your privacy very seriously. This page is intended to give you all the information you need to be confident that your personal information will be treated appropriately by us.

How are cookies used?

Cookies perform several functions, such as remembering who you are on a particular site (your welcome message), to keeping you logged in to your account screen on an ecommerce site (however, you should always log out if you are using a public computer). Advertising agencies also use cookies to find out if they have



served you an advert from a particular brand on a site, or if you have seen a particular advert before. Website owners will use cookies to follow which pages that you've read so that they can see what parts of the site are popular or not. In short, cookies are a way of providing statistics on site visits as well as some limited functionality that makes your site visit easier. When used properly cookies are an asset to a site visitor and a site owner. They are not viruses, but some unscrupulous outfits will use them maliciously – we follow best practice for cookie use.

A list of all the cookies used on this website by us, and our technology partners can be found in our cookies list, below.

Flash cookies

Adobe uses a particular type of cookie called a 'Local Shared Object', which is typically collected if you watch a video for example that uses the Adobe Flash media player, i.e. an embedded YouTube video on a page that is being played via Flash. Please note that these types of cookie will not be found on iPads, which do not support Flash. Have a look at Adobe's website if you want to control Flash cookies on your computer. If you've got a Firefox browser you can also get an add-on to detect and delete Flash cookies.

Opting out of cookies

There are a number of options available so that you do not have to store any cookies at all. You can either set your browser so that it will not accept and store any cookie, or if you have a little more time and knowledge you are able to allow only certain 'trusted' sites to store cookies on your computer. These sites may include us (of course!), or the site where you carry out your online banking, or possibly your favourite news service.

It's worth bearing in mind that if you decide to delete all of your cookies, then you will likely have to re-enter all of your usernames and passwords on all of the sites that you visit, which you previously didn't even have to think about. As we mentioned before, cookies can be a real asset to your web surfing experience.

The Information Commissioner's Office (www.ico.gov.uk/) provides some advice about cookies and their use, but it also provides a link to 'About cookies' (www.aboutcookies.org) which is run by the law firm Pinsent Masons. This website provides even more information about cookies if you feel that this page and the ICO is not enough information for you, but it also details how you might delete any

cookies that you find, and it also shows you how to allow those trusted sites to store their cookies on your computer.



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The table below describes the different cookies used and how long they are kept

Cookie Name	Use	Duration
.CPMASPXAUTH	Forms authentication ticket.	1 year
.ICMSSO	Logon cookie.	1 year
.VCPanelAuth	Forms authentication cookie that contains the authentication ticket. The ticket is used within each request for forms authentication, to identify an authenticated user.	1 year
.VCPanelistEmail	Remembers the member email for login.	3 months
.VCPAuth	Forms authentication cookie that contains the authentication ticket. The ticket is used within each request for forms authentication, to identify an authenticated user.	1 year
.VCQuickPoll_[QuickPollId]	Determines if the user has already answered the specific quick poll survey.	3 months
.VCTranslateAuth	Forms authentication cookie that contains the authentication ticket. The ticket is used within each request for forms authentication, to identify an authenticated user.	60 minutes
.VCUserEmail_[DatabaseName]	Remembers the administrative user's email for login when the 'Remember Me' option is selected.	3 months



Cookie Name	Use	Duration
__RequestVerificationToken	Anti-forgery token cookie.	Session
__utma (Google Analytics)	Used to distinguish users and sessions.	2 years
__utmb (Google Analytics)	Used to determine new sessions/visits.	30 mins
__utmc (Google Analytics)	Used to determine whether the user is in a new session/visit.	Session
__utmz (Google Analytics)	Stores the traffic source or campaign that explains how the user reached the site.	6 months
_ga (Google Analytics)	<p>Measures how users interact with website content and keeps track of what they did on previous pages. To distinguish between users, this cookie stores an anonymous identifier, which is a randomly generated number.</p> <p>Note: Google Analytics does not store any personal information about website users.</p> <p>For more information, see Google Analytics Cookie Usage on Websites.</p>	1 year
_gat (Google Analytics)	Used to throttle request rate	Session
ASP.NET_SessionId	Supports Microsoft .net session tracking abilities. For more information on .net sessions, see How and why session IDs are reused in ASP.NET .	Session
AuthenticationView_CookieTest	Checks if cookies are enabled for the administrative user.	1 day



Cookie Name	Use	Duration
AuthTicket	The current forum user's authentication ticket, which is set during sign-in and persists until sign-off.	Session
ClientTimezoneOffset	Displays UTC times as localized times.	1 year
dtCookie (Dynatrace)	Tracks how users interact with the website for performance and quality assurance.	Session
dtLatC (Dynatrace)	Tracks how users interact with the website for performance and quality assurance.	Session
dtPC (Dynatrace)	Tracks how users interact with the website for performance and quality assurance.	Session
Email	The current forum user's email address, which is set during sign-in and persists until sign-off.	Session
ForumsAuth	Authenticates users who access a forum.	1 year
icmsrv_id	Assists with maintaining a session.	1 year
idsrvauth	Authenticates users who access admin.	Session
idsrvauth1	Authenticates users who access admin.	Session
KeepMeLoggedIn	Persists the forum session by keeping users signed in.	1 year
surveySelectedThemeId	Remembers the last viewed theme.	Session
TenantInfo	The current forum user's tenant, which is set during sign-in and persists until sign-off.	Session
VCReportBuilderState	Recalls the current Reporting State (which folders are expanded, which report is currently being viewed).	14 days
vcsso_remember_email	Current user's email.	20 hours
VisionCritical.GmtTimezoneOffset	Timezone offset, used to set session.	Session
VisionCritical.Portals.MobileAppBanner	State of mobile app banner display.	1 year



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Cookie Name	Use	Duration
VisionCritical.Portal.Web.Email	Remembers the member's email for login when the 'Remember Me' option is selected.	1 year
VisionCritical.Portal.Web.MemberId	Encrypted Member ID.	1 year
VisionCritical.Portal.Web.SessionId	Encrypted ID associated with member session.	30 mins
VisionCritical.PreviewPreference	Remembers last preview preference, desktop or mobile.	1 year
wsfedsignout	Return URL for after logout	Session