

# Privacy Policy

Last updated –21<sup>st</sup> January 2026

## Introduction

Karibu Community Homes respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard the information you provide through our website and the **Connect With Us** form.

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## Data Protection

We collect, store, and make use of any personal information that you give us, in accordance with the **General Data Protection Regulation (GDPR)** as governed by UK law.

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## Information We Collect

When you visit our website or submit an inquiry through the **Connect With Us** form, we may collect:

- **Personal Information:** Your name, email address, phone number, and any details you include in your message.
- **Technical Information:** IP address, browser type, and general site usage data (used only for improving website performance).

**When you apply for one of our properties or services, engage with a member of staff or contractor or respond to a survey we will collect relevant information to deal with the information you provide**

**When you call the customer contact centre we may record this for training and monitoring purposes.**

Personal information from third parties including Karibu's contractors (e.g. who provide repairs), local authorities (e.g. to prevent/detect crime), health and social care professionals (e.g. about your health care and support needs and those of your households) and police (e.g. to eliminate anti-social behaviour)

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# How We Use Your Information

Your information is used **strictly to support Karibu's activities as a registered provider of social housing**, including:

- Responding to your questions or requests.
- Providing information about Karibu Community Homes services.
- Manage your tenancy, leasehold or purchase
- To contact you about your home
- Improving communication and ensuring timely support.
- Respond to emergencies and to carry out essential repairs and safety checks
- Work with police and local authorities to support safer communities
- To prevent and detect unlawful acts including fraud and sub-letting
- To safeguard individuals
- Provide your details to contractors who provide services on our behalf

**We do NOT:**

- Sell, rent, or share your personal information with third parties for marketing.
  - Use your data for any purpose unrelated to your inquiry.
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## Data Sharing

We only share your information:

- With authorized Karibu Community Homes staff who need it to respond to your inquiry.
  - With contractors appointed by Karibu to allow them to provide instructed services. We only provide the data necessary to do this and all our contractors operate under the terms and conditions of a legally enforceable contract which includes data protection provisions
  - When required by law or to comply with legal obligations.
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## Data Security

We use appropriate technical and organizational measures to protect your information from unauthorized access, disclosure, or misuse.

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# Data Retention

We will keep your personal information for only as long as required. **Tenancy files are retained for up to six years post tenancy.**

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## Your Rights

You have the right to:

- Request access to the personal information we hold about you.
- Request correction or deletion of your information.
- Object to how we process your data

To exercise these rights, contact us at: **[dataprotectionofficer@karibu.org.uk](mailto:dataprotectionofficer@karibu.org.uk)**

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## About Cookies

Cookies are small pieces of data stored on your computer or other electronic devices when you access a website. They allow us to collect information about how you interact with our website. Cookies are often used together with **pixels**, which are small blocks of code on web pages and emails that help track engagement, such as who reads a page or email, when they read it, and from which device.

We use two main types of cookies:

### Necessary Cookies

These are essential for the proper functioning of our website. They ensure core features such as security and accessibility work as intended. Disabling these cookies may affect your ability to use certain website features.

### Analytical Cookies

Like many organisations, we use **Google Analytics** to collect data on how people use our site, including:

- Number of visitors
- Pages most frequently accessed
- General browsing patterns

This helps us improve the website, personalise content, and enhance your experience. Google Analytics collects data in an **anonymous form**, and no personally identifiable information is stored.

In some areas of our website, cookies may be downloaded to your computer to offer a personalised experience, such as remembering your preferences when you return.

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## Managing Cookies

You can change your browser settings to:

- Notify you before a cookie is downloaded
- Disable cookies altogether

Please note that disabling cookies may mean certain content or functionality will not work properly. For more information about managing cookies, visit: [www.aboutcookies.org](http://www.aboutcookies.org)

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## Recite Me Accessibility Toolbar

Our website uses the **Recite Me toolbar** to provide accessibility and language support for all users. This tool allows visitors to:

- Adjust text size, font, and colour contrast for better readability.
- Use text-to-speech functionality to read content aloud.
- Translate website content into multiple languages.
- Access additional features that improve usability for people with visual impairments, dyslexia, or other accessibility needs.

The Recite Me toolbar may use cookies to remember your accessibility preferences during your visit. These cookies do not collect personally identifiable information and are used solely to enhance your browsing experience.

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## Complaints

If you have any questions about this Notice or wish to make a complaint about how we have processed your data, please contact us so we can investigate.

You also have the right to contact the **Information Commissioner's Office (ICO)** via:

[www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or call **0303 123 1113**.

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