

COOKIE & PRIVACY POLICY

This privacy policy explains how Research Stories use any personal information we collect about you when you use this web site. It applies to information we collect about:

- visitors to our websites
- complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry
- people who use our services, eg our clients, contractors
- job applicants and our current and former employees

Visitors to our websites

When someone visits www.researchstories.co.uk we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting either of our website. We will not associate any data gathered from this site with any personally identifying information from any source. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies by Research Stories

This website uses cookies. By using this website and agreeing to this policy, you consent to Research Stories' use of cookies in accordance with the terms of this policy.

Cookies are files sent by web servers to web browsers, and stored by the web browsers.

The information is then sent back to the server each time the browser requests a page from the server. This enables a web server to identify and track web browsers.

There are two main kinds of cookies: session cookies and persistent cookies. Session cookies are deleted from your computer when you close your browser, whereas persistent cookies remain stored on your computer until deleted, or until they reach their expiry date.

Cookies on www.researchstories.co.uk

Research Stories uses the following cookies on this website, for the following purposes:

- IP address - this is used to find out if you are a new user. You will not be asked to consent to our cookie use again if you have already visited our site.
- Name - This is collected if you choose to leave a comment on our blog or news pages.
- Email address - This is collected if you choose to leave a comment on our blog or news pages.

This web site detects your computer's operating system, screen resolution and the browser you are using in order to adjust the site to best suit your system. This is done by the use of a cookie created on your computer. This information is returned to us and stored in an aggregated form for statistical purposes only. We do not collect or store any personal information. It is possible for you to delete 'cookies' or to prevent their use by adjusting the browser settings on your computer.

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>.

Research Stories website

We use a third party service, WordPress.com, to publish our site. The site is hosted at 123-reg.co.uk. We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. WordPress requires visitors that want to post a comment to enter a name and email address. For more information about how WordPress processes data, please see Automattic's privacy notice.

People who call us

When you call Research Stories's helpline we collect Calling Line Identification (CLI) information. We use this information to help improve its efficiency and effectiveness.

People who email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

When we take enforcement action against someone, we may publish the identity of the defendant in our Annual Report or elsewhere. Usually we do not, identify any complainants unless the details have already been made public.

People who use Research Stories services

Research Stories offers various services to the public. We use a third party to deal with some publication requests, but they are only allowed to use the information to send out the publications.

We have to hold the details of the people who have requested the service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who have requested a publication to carry out a survey to find out if they are happy with the level of service they received. When people do subscribe to our services, they can cancel their subscription at any time and are given an easy way of doing this.

People who register (notify) under the Data Protection Act 1998.

Job applicants, current and former Research Stories employees and contractors

When individuals apply to work at Research Stories, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 24 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with Research Stories, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with Research Stories has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

Complaints or queries

Research Stories tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Research Stories's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

Access to personal information

Research Stories tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. 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.

To make a request to Research Stories for any personal information we may hold you need to put the request in writing in an email, or writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us by using one of the contact details below.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

Links to other websites

Our website contains links to other websites. This privacy policy only applies to this website. This privacy notice does not cover the links within this site linking to other websites. When you use the links provided to visit the other websites, you should read their own privacy policies. Changes to this privacy notice

Changes to our privacy policy

We keep our privacy notice under regular review. This privacy notice was last updated on 18 October 2014.

How to contact us

If you want to request information about our privacy policy you can email us or write to:

Please email: info@researchstories.co.uk

Or write us:

Research Stories Ltd.
Goodwin House
5 Union Court
London TW9 1AA
United Kingdom

Useful Links:

Information Commissioner's Office: www.ico.gov.uk