

Privacy Policy

Version 2026 · Effective 28 September 2026

This privacy policy explains how Keira's Kingdom uses personal information when you visit www.keiraskingdom.com.

Keira's Kingdom is a registered charity in England and Wales (charity number 1196746). We are the data controller for personal information collected through this website.

If you have any questions, email us at keiraskingdom@outlook.com.

What this website does and does not do

This website lets you read about our work, activities and news, download our organisational policies, and send us a message through the contact form.

It does not have a public comments section, visitor accounts, or a way for members of the public to upload photos. Staff and trustees can sign in to a private admin area to manage the site.

Information we collect

Contact form

If you get in touch through our contact form, we collect:

- your name and email address
- your phone number, if you choose to give it
- the subject and message you send us
- confirmation that you agree to this privacy policy
- the date and time you sent the message
- your IP address and browser type, which helps us spot spam and misuse

We use this information to reply to you and to keep a record of enquiries. If your message is about support, volunteering, or safeguarding, we may also use it to follow up safely and appropriately.

We process this information because you have asked us to, and because we have a legitimate interest in running the charity and keeping people safe.

Staff and trustee accounts

People who help run the website have admin accounts. We store their name, email address, and a secure password. If they sign in, we may also record the time of that sign-in. This information is only used to operate and protect the website.

Information we publish

News articles, activity details and policy documents may include photos or names that staff have chosen to publish. That is charity content, not information uploaded by website visitors.

Cookies

We use a small number of cookies so the website works, and a first-party analytics cookie so we can see how the site is used.

- A session cookie keeps the site working while you browse, for example so contact-form security checks work.
- A security cookie (XSRF-TOKEN) helps protect forms from being misused by other websites.
- If a staff member signs in to the admin area, extra cookies keep them logged in. These last for about two hours of inactivity, or longer if they choose “Remember me”.
- An anonymous analytics ID is stored in your browser (and a matching first-party cookie named `kk_vid`) for about 12 months. It is a random value so we can count unique visits, popular pages, time on page, and click hotspots. It does not include your name or email. We do not use Google Analytics, advertising cookies, or social-media tracking pixels. If your browser sends a Do Not Track signal, we do not collect this analytics data.

We use this analytics information because we have a legitimate interest in understanding how people use the charity website, so we can keep it useful and easy to find. The information stays on our own systems. You can block cookies in your browser, but parts of the site (including sending a message or signing in) may not work.

Fonts and other websites

We load fonts from Google Fonts so the site looks consistent. Google may collect technical information such as your IP address when those fonts are requested. See [Google's privacy policy](#).

If a page ever includes content from another website (for example a video), that other website may set its own cookies and collect data under its own privacy policy. We will only add that kind of content where it is needed.

Who we share information with

We do not sell your personal information. We do not share contact-form messages with other organisations for marketing.

We may share information:

- with staff, trustees or volunteers who need it to reply to you or to run the charity
- with our website hosting and IT providers, who store the site and keep it secure
- with the police, local authority or other agencies if the law requires it, or if we need to protect someone from harm
- with professional advisers, for example if we need legal or safeguarding advice

How long we keep information

We keep contact-form messages for as long as we need them to reply, to keep a record of our work, and to meet legal or safeguarding duties. We then delete or archive them.

Admin account details are kept for as long as that person needs access to the website, and for a short time afterwards if we need an audit trail.

Website analytics: we keep detailed page-view records for about 30 days, then store only daily totals (how many visits each page had). Idle click-heatmap data is removed

after about six months. We do not store your IP address in analytics.

Essential and analytics cookies last only as long as described above.

Your rights

Under UK data protection law you can ask us to:

- tell you what personal information we hold about you
- correct information that is wrong or incomplete
- delete information we no longer need
- limit how we use your information
- object to us using your information, where we rely on legitimate interests
- give you a copy of information you provided to us

Email keiraskingdom@outlook.com to make a request. We may need to confirm who you are before we can help. There are some cases where we cannot delete information, for example where we must keep it for legal or safeguarding reasons.

You can also complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

Children and people we support

This website is for the public, including families and people we support. Please do not send sensitive details about a child or an adult at risk through the contact form if it is safer to telephone us or use another agreed route. If you do tell us something that raises a safeguarding concern, we will handle it under our Safeguarding Policy.

Changes

We may update this policy if the website or the law changes. The date below shows when it was last reviewed.

Last updated: 30 September 2026