Monmouthshire Housing Association Cookie Notice

About Cookies

Cookies are small text files that are placed on your computer by websites or apps that you visit. They are often used to make sites that you visit work more efficiently.

A cookie may contain an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser when you visit a website or app. Sometimes this identifier may be sent back to the server each time a new page is requested. This information helps the website owners understand visitor behaviour.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date. A session cookie will expire at the end of the user session, when the web browser is closed.

To find out more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org.

Cookies that we use

Necessary/essential Cookies:

These are essential to enable you to move around the website and use its features.

Name of Cookie	Purpose	Duration
Cookieyes-consent	Necessary – CookieYes sets this cookie to remember users' consent preferences so that their preferences are respected on subsequent visits to this site. It does not collect or store any personal information about the site visitors.	1 year
wpEmojiSettingsSupports	Necessary – WordPress sets this cookie when a user interacts with emojis on a WordPress site. It helps determine if the user's	Session

	browser can display emojis properly.	
rc::a	Necessary – This cookie is set by the Google reCAPTCHA service to identify bots to protect the website against malicious spam attacks.	Never
rc::C	Necessary – This cookie is set by the Google reCAPTCHA service to identify bots to protect the website against malicious spam attacks.	Never

Non-Essential Cookies:

We use various non-essential cookies for various purposes as detailed below:

Marketing/Advertising/Performance
These cookies collect data about what websites you visit in order to deliver relevant and targeted content to you.

Name of Cookie	Purpose	Duration
YSC	Performance – YouTube sets this cookie to track the views of embedded videos on YouTube pages.	Session
VISITOR_INFO1_LIVE	Performance – YouTube sets this cookie to measure bandwidth, determining whether the user gets the new or old plater interface.	6 months
VISITOR_PRIVACY_METADTA	Performance – YouTube sets this cookie to store the user's cookie consent state for the current domain.	6 months

Analytical cookies
These cookies collect data about your use of the site, what pages you visited, how long you spent on each page and how you reached those pages. This information is used to help us improve our site and your experience using it.

Name of Cookie	Purpose	Duration
_ga_ *	Analytics – Google Analytics sets this cookie to store and count page views.	1 year 1 month 4 days

_ga	Analytics – Google Analytics set this cookie to calculate visitor, session and campaign data and track site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognise unique visitors	1 year 1 month 4 days

How to change cookie settings

You have the ability control, accept and decline cookies, if you choose to decline cookies; you may not be able to fully experience the interactive features of our site and any preferences will be lost if you delete cookies. You can change your cookie preferences at any time.
Alternatively, most web browsers allow some control of most cookies through the browser settings.

Find out how to manage cookies on popular browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Microsoft Internet Explorer](#)
- [Opera](#)
- [Apple Safari](#)

To find information relating to other browsers, visit the browser developer's website.

To opt out of being tracked by Google Analytics across all websites, visit http://tools.google.com/dlpage/gaoptout.

About us

This website is owned and operated by Monmouthshire Housing Association.

Monmouthshire Housing Association Limited is registered in England & Wales and is authorised and regulated by the Financial Conduct Authority as an Industrial and Provident Society with charitable rules Registration No 30087R and is registered with the Welsh Government as a Registered Social Landlord Registration No L144. Registered Office: Nant-Y-Pia House, Mamhilad Technology Park, Mamhilad, Pontypool, Monmouthshire, NP4 0JJ.

You can contact us:
(a)   Post by using the above address

(b)   Website contact form: Contact Us - Monmouthshire Housing Association

(c)   Telephone: 0345 677 2277 (all calls to this number are recorded)

(d)   email: customerservices@monmouthshirehousing.co.uk

Policy Revision

This policy was update on 21st June 2024.