

## **Website Privacy Policy**

This website is operated by THE WILLOWS DOMICILIARY CARE LTD. The privacy of our users is extremely important to us and therefore we encourage all users to read this policy very carefully because it contains important information regarding:

- Who we are
- How and why, we collect store, use, and share personal information
- Your rights in relation to your personal information
- How to contact us and supervisory authorities in the event that you have a complaint.

### **Who we are**

THE WILLOWS DOMICILIARY CARE LTD ('we' or 'us') collect, use and are responsible for storing certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including the United Kingdom) and we are responsible as a controller of that personal information for the purposes of those laws.

### **The personal information we collect and use**

#### **a. Personal information you provide about third parties**

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

- shall consent on their behalf to the processing of their personal data;
- shall receive any data protection notices on their behalf; and
- shall consent on their behalf to transfer of their personal data abroad.

### **How we use your personal information**

We collect information about our users for the following purposes:

To enable The Willows to reach you to answer your enquiry

### **Who your information may be shared with**

We may share your information with law enforcement agencies in connection with any investigations to help prevent unlawful activity.

### **Required personal information**

The provision of the following information is required from you:

- Name
- Address
- Email Address
- Phone Number

This is to enable us to do the following:

to contact you to answer your enquiry and to check that we currently operate in the area if you are asking about whether we can support you, or your loved ones.

We will inform you at the point of collecting information from you whether you are required to provide the information to us.

#### **How long your personal information will be kept**

We will hold your personal information for the following periods:

Messages sent via the website are received by us as an email. Emails are retained for a period of 3 years following initial enquires via the website. By sending a message to us via the website you are implying consent for us to contact you and to retain that information in line with our records retention policy.

#### **Reasons we can collect and use your personal information**

We rely on the following as the lawful basis on which we collect and use your personal information:

- (1) Consent
- (2) Contract (if ultimately we commence providing a care service to you)

#### **Consequence of our use of your personal information**

The consequence to you of our use of your personal information is:

Your personal information will be held solely for the purposes of making contact with you following your enquiry. Should you not wish to proceed to enter into a contract regarding care provision then you will not be contacted further using the contact information provided via the website.

#### **Keeping your information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. The processing of your information will be undertaken only in an authorised manner and is subject to a duty of confidentiality.

We will also use technological and organisation measures to keep your information secure. These measures may include the following examples:

The website being accessed by means of a unique username and password only known to Directors and the receiving email account is accessed by one Director only – eg not a shared mail box.

We also have procedures in place to deal with any suspected data security breach. We will notify you and the Information Commissioner's Office of any suspected data security breach where we are legally required to do so.

Whilst we will make all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you via the internet. If you have any particular concerns about your information, please contact us using the details below.

### **Transfers of your information out of the EEA**

We will not transfer your personal information outside of the UK at any time.

### **What rights do you have?**

Under the General Data Protection Regulations, you have a number of important rights free of charge. In summary those include rights to:

- Fair processing of information and transparency over how we use your use personal information.
- Access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address.
- Require us to correct any mistakes in your information which we hold
- Require the erasure of personal information concerning you in certain situations
- Receive the personal information concerning you which you have provided to us, in structured commonly used and machine readable format and have the right to transmit those data to a third party in certain situations.
- Object at any time to processing of personal information concerning you for a direct marketing
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- Object in certain other situations to our continued processing of your personal information
- Otherwise restrict our processing of your personal information in certain circumstances
- Claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioners Office (ICO) on individual's rights under the General Data Protection Regulations (<http://ico.org.uk/for-organisation/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>)

If you would like to exercise any of these rights please:

- Email, call or write to us
- Let us have enough information to identify you
- Let us have proof of your identity (a copy of your driving license, passport or a recent credit card / utility bill)
- Let us know the information to which your request relates

### **Contacting us**

If you have any questions about this policy or the information, we hold about you, please contact us by:

Reviewed by MDB Mar-2021

Email: [hr@thewillowsdomiciliarycare.com](mailto:hr@thewillowsdomiciliarycare.com)

Post:

The Willows Domiciliary Care Ltd  
81b Rumbridge Street  
Totton  
Southampton  
SO40 9DT

Or

Telephone : 023 8212 6485

Calls will be answered at the following times:

Monday – Friday 09:00 – 17:00

Closed Saturdays and Sundays

(out of hours service offered for existing clients and number provided in welcome pack and home folder)

### **Other Information**

We may record calls for quality and training purposes.

Our data protection officer is MR MIKE BARBIER

### **Changes to the privacy policy**

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.