



# FamilyCare

Healing pasts • Building futures

## Privacy Policy

[www.family-care.co.uk](http://www.family-care.co.uk)

# Privacy Policy

Implemented/Reviewed: June 2020

Date of Next Review: June 2021



## Privacy Statement

This statement details how Family Care (Group) Limited ("Family Care") uses and protects the information that you give to Family Care when you use this website.

Family Care is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then we will only use it in accordance with this privacy statement.

Family Care may change this statement from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This statement is effective from 15 May 2018.

## What we collect

We collect the following information:

- your name
- your contact information including email address and postcode
- your age
- availability of a bedroom at your home
- how you came to know Family Care

## What we do with the information we collect

We require this information to understand your enquiry at the outset and provide you with a better service. We use data in the following ways:

- Record keeping and statistical analysis
- We may use the information to improve our services or better target them
- We may periodically send promotional email about services or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail
- We may use the information to inform content on our website in future

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised disclosure or access, we have put in place suitable physical, digital and managerial procedures to safeguard and protect the information we collect online.



## Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site.

Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We may use traffic log cookies to identify which pages are being used.

This helps us analyse data about web page traffic and improve our website, in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## Links to other websites

Our website does contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, please note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on our website, tick the available box to indicate that you do not want the information to be used for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [business.support@family-care.co.uk](mailto:business.support@family-care.co.uk).

We will not sell, distribute or lease your personal information to third parties.

You may request details of personal information which we hold about you under the Data Protection Act 1998 and the General Data Protection Regulation (EU 2016/679). If you would like a copy of the information held on you please write to the Data Controller, Family Care (Group) Limited, 60 School Lane, Bamber Bridge, Preston, PR5 6QE.

If you believe that any information, we are holding on you, is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.