



## WEBSITE PRIVACY NOTICE

### Privacy policy

Your right to privacy is very important. This privacy policy notice tells you about the information we collect via this website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

We may change this policy from time to time so please check this occasionally, and by accessing this site you are agreeing to be bound by this policy.

### Who are we?

We are 1st Homecare Limited. 1st Homecare offer personalised homecare support. 1<sup>st</sup> Homecare is a fully owned subsidiary of Real Life Options. The registered office for 1st Homecare is 12B Burnbank Road, Falkirk, Scotland, FK2 7PE

Our head administration office address for general correspondence is David Wandless House, A1 Business Park, Knottingley Road, Knottingley, England, WF11 0BU. You can contact us by post at this address, or by telephone on +44 (0)1977 781800.

You can contact the 1st Homecare Data Protection Officer via the correspondence address above if you have any queries on how we process your personal data or by email at [dataprotection@1sthomecare.co.uk](mailto:dataprotection@1sthomecare.co.uk)

### What personal data do we collect?

We obtain information about you when you use our website, for example, we can identify your internet service provider that has visited our site, logging the IP address used to access our site and looking up the organisation that IP address is registered to.

Like many websites, we use cookies to enhance your user experience. 'Cookies' are small pieces of information sent by an organisation to your device and stored in your browser to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. You can disable cookies through adjusting your browser preferences, please be aware that this action may result in a loss of website functionality. We may from time-to-time collect other anonymous website usage information. This will not include any identifiable personal information.

When you contact us through our contact page, we use the information that you provide (Name, Email, Telephone and message) to contact you with a response relevant to your message. If you are 16 or under please get your parent/guardian's permission before submitting any personal information to us.

We review our data protection policies and retention periods for holding personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example where you are a customer or supplier who we transact with). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### **Why do we collect this information?**

We use website usage data to analyse site trends and administer the site. We may collect usage data for the purposes of our own website service improvement. Data collected through the contact form will be processed to respond to your message or request. We will not use this information for any other purpose.

### **Who has access to your information?**

The information is accessed by selected staff of 1stHomecare and of the owning company Real Life Options Group and may also be processed by our web-site hosting provider (currently **GoDaddy Europe**).

We will not sell, rent or release your information to third parties except if we're under a duty to disclose or share your personal data in order to comply with a legal obligation.

### **Links to other websites**

This privacy policy applies only to our website so please be aware that where we feature links to other websites or social media sites, they are not covered by this privacy policy and we would encourage you to read their privacy statements.

Likewise, if you linked to our website from another site, we cannot be responsible for their privacy policies and practices and advise you to familiarise yourself with their statement.

### **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union (“EU”). By way of example, this may happen if any of the servers provided by our website hosting provider are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK.

By submitting your personal data, you’re agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. Equally, if you use our services while outside of the EU, your information may be transferred outside the EU in order to provide you with those services.

### **How long do we keep retain your information?**

Data will be only retained for as long as necessary for processing.

### **Your rights over your information**

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. You can also ask for it to be erased and you can ask for us to give you a copy of the information.

### **Your right to complain**

If you have a complaint about our use of your information, you can contact the Information Commissioner’s Office via their website at [www.ico.org.uk](http://www.ico.org.uk) or write to them at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF