



## Privacy Policy

### Privacy Policy - **WEBSITE**

This Privacy Policy (together with our website terms and conditions and cookie policy] sets out how we collect personal information from you and how the personal information you provide will be processed by us. By visiting the website at [www.ann-inspiredcare.co.uk](http://www.ann-inspiredcare.co.uk) (the Website") you are accepting and consenting to the practices described in this Privacy Policy. If you do not consent, please do not submit any personal data to us.

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
- Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from the website (including date and time), products you viewed or searched for, page response times, website errors, length of visits to certain pages, page interaction information.

### Cookies

We only use the following cookies: **Strictly necessary cookies**. These are cookies that are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website disabling them may mean you are not able to access parts of our website. We do not use functionality cookies or targeting cookies as we do not obtain any data regarding visitors to our website.

### Privacy Notice - **OTHER**

This Privacy Notice provides you with details of how we collect and process your personal data through the use of our **online systems** upon entering into a service agreement with ourselves.

It is important that the information we hold is accurate and up-to-date. Please advise us of any changes to your circumstances or personal information by emailing [info@ann-inspiredcare.co.uk](mailto:info@ann-inspiredcare.co.uk) or telephoning (01224) 766904 to advise of these changes.

*What information does Ann Inspired Care (AIC) Ltd hold and how will we use it?*

Communication Data - includes any communication you may send via our website, email, letter, text, social media or any other communication platform. The information you give us may include your name, email address, address/location and phone number. We will retain this information while we are corresponding with you or providing services to you or to a Service User you represent. If you secure a service, we will retain this information for 6 years post discontinuing a service with ourselves.

*Information we receive from other sources:*

This includes information we receive about you when you use other websites operated by us or other services we provide. This information may include your name, email address, postal address and phone number. We will retain this information for 6 years if a service is secured.

*We may use the information we receive and/or collect about you to:*

- Record keeping
- Invoicing
- Service Questionnaires
- Send you newsletters
- Notify you of significant changes affecting your care from either AIC or the Council
- Keep a record of your relationship with us

In some cases, we will only use your personal information where we have your consent. This consent is freely given and informed and we'll make sure that you are clearly aware of this legal basis for processing your personal data. In other cases, the information is processed to allow us to pursue legitimate interests. This means that the reason that we are processing information is because there is a legitimate interest for the Granite Care Consortium to process your information to help us to achieve our aim of providing quality care at home. Whenever we process your personal Information under the 'legitimate interest' lawful basis we make sure that we consider your rights and interests and will not process your personal information if we feel that there is an imbalance.

We may also process your personal data to comply with our legal obligations such as dealing with complaints or claims or to comply with guidance from the Care Commission

*Disclosure of your personal information:*

We may share your personal information with:

- Service Providers who provide IT and administrative services.
- Professional advisors such as lawyers, bankers, auditors and insurers.
- Social Services and Government bodies that require us to report processing activities
- Third parties to whom we sell, transfer or merge parts of our business or our assets.

We will not share, sell or distribute any of the information you provide to us (other than as set out without your prior consent, unless required to do so by law).

*How safe is your information:*

Where we have given you (or where you have chosen) a password which enables you to access certain parts of the website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Protecting your security and privacy is important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Legislation. Our online systems are protected by various levels of security technology, which are designed to protect your information from any unauthorised or unlawful access, processing, accidental loss, destruction and damage.

*International Transfers*

Ann Inspired Care Ltd does not transfer personal data outside the EEA, however, relatives of those using our service may correspond outside the EEA.

.

*Complaints*

If you have any complaints about our use of your personal data, please contact us. You also have the right to complain to the relevant supervisory authority in your jurisdiction. In the UK, the supervisory authority is the Information Commissioner's Office. Contact details for the ICO can be found at <https://ico.org.uk/>.