

Privacy Policy Care & Support Solutions

DATA PROTECTION & PRIVACY POLICY

Your privacy is very important to Care & Support Solutions. We follow strict security procedures in the storage and disclosure of personal information which you have given to us when accessing and using our website or registering with us in order to protect your privacy in accordance with the provisions of the applicable data protection laws. In this section, you can find information about our policy regarding the protection of personal data, our use of cookies and the security policy that we follow about your privacy.

We collect personal data from you if you register online with us and access or use our website.

1. Information we collect and how we use and share it

Personal data we collect when you access and use our website or register online with us (hereinafter referred to as "personal data"):

- Your name, email address, physical address, phone number (to the extent this information is provided by you)
- Information relating to your use of one of our website services
- Information about how you use our website

2. We use the personal data collected for the purposes of:

- a. Registering you as a new user of our services and managing our relationship with you as a registered user
- b. Internal analysis purposes
- d. To the extent that you have consented to being contacted for marketing purposes, we may use your personal data for the purposes of providing you with newsletters, surveys and other communication for the purposes of advertising and marketing of our services.
- e. We DO NOT provide your details to anyone or engage in targeted advertisements on any third party websites

3. Disclosures of your personal data

We may have to share your personal data with our Employees and Care & Support Staff to the extent that is necessary for the purposes for which the personal data was collected.

Disclosure of your personal data may also be required in order to comply with any applicable laws for example when Recruiting Staff.

We DO NOT ask you to consent to the use of your personal data for the purposes of advertising and/or marketing and we will NEVER share your personal data with ANY third party online service providers who may be located inside or outside of the EEA.

4. Marketing Communications

We will not send you marketing emails.

5. Data Retention of your personal data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

5. Change of our Privacy Policy

If we decide to change our privacy policy, we will post any changes on this page of the site and notify you of such changes so that you always know how we use the information we collect and under what circumstances we disclose it to others.

6. Your legal rights

Your duty to inform us of changes

It is important that the personal data that we hold about you is accurate and current. Please keep us informed if your personal data changes at any time.

Your rights in connection with personal data

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data that we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue processing it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below). In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Object to processing of your personal data. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal information about you if we no longer require it to establish, exercise or defend legal claims.

DATA CONTROLLER

We have appointed a data controller to oversee compliance with this privacy policy. If you have any questions about this privacy notice or how we handle your personal information, please contact datacontroller@careandsupportsolutions.co.uk. You have the right to make a complaint at any time to the Information Commissioner's Office.

COOKIES POLICY

We collect and use cookies on the company's websites ("the Service"). Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By clicking to accept our cookies policy and continuing to use the Service, you consent to the use of cookies.

Our Cookies Policy explains what cookies are, how we use cookies, how third-parties we may partner with may use cookies on the Service and your choices regarding cookies.

What are cookies

Cookies are small pieces of text sent by your web browser by a website you visit. A cookie file is stored in your web browser and allows us or a third-party to recognize you and make your next visit easier and the Service more useful to you.

Cookies can be "persistent" or "session" cookies.

How we use cookies

When you use and access the Service, we may place a number of cookie files in your web browser.

We use cookies for the following purposes: to enable certain functions of the Service, to provide analytics, to store your preferences, to enable advertisements delivery.

We use both session and persistent cookies on the Service and we use different types of cookies to run the Service:

- Essential cookies: We may use essential cookies to authenticate users and load their preferences automatically.
- Advertising cookies: Advertising and targeting cookies are used by some web sites to deliver advertisements more relevant to you but can also limit the number of times you see an advertisement and be used to chart the effectiveness of an ad campaign by tracking users' clicks.

We DO NOT use advertising and targeting cookies.

What are your choices regarding cookies?

If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to automatically decline cookies or be given the choice of declining or accepting the transfer to your computer of a particular cookie (or cookies) from a particular site. If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser. If you wish to manage your cookies please access and manage your subscription/preference settings on the below links.

Google Analytics: <https://www.tools.google.com/dlpage/gaoptout?hl=en>

Google Adwords: <https://www.support.google.com/ads/answer/7395996>

Facebook: https://www.facebook.com/ads/preferences/?entry_product=ad_settings_screen

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to store your preferences.

Information security

We work hard to protect our users and their personal data from unauthorized access to or unauthorized alteration, disclosure or destruction of information we hold. In particular:

- We encrypt many of our services using SSL.
- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems.
- We restrict access to personal data to employees of Care & Support Solutions who need to know that information in order to process it and who are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

If you have any questions at all or wish to provide any feedback then please contact us anytime using: datacontroller@careandsupportsolutons.co.uk