

Website Privacy Statement

Privacy Policy

Terrance House Care Limited (t/a Terrance House) is part of Associated Care Centres, a group of care homes based in Sturry, Kent. Terrance house Care Limited is a company incorporated in England and Wales, company number 6412797. Terrance House's registered address is:

7-19 Belgrave Road

Margate

Kent CT9 1XQ

Associated Care Centres (“we” or “us”) is committed to ensuring that your privacy is protected. We will continue to comply with the provisions of the Data Protection Act (“DPA”) until 25 May 2018, after which we will comply with the General Data Protection Regulation ((EU) 2016/679) (“GDPR”) unless and until the GDPR is no longer directly applicable in the UK, together with any national implementing laws, regulations and secondary legislation as amended or updated from time to time in the UK, and any successor legislation to the GDPR and the DPA (together “Data Protection Legislation”). We are the data controller of data you pass to us pursuant to this policy. Our Data Protection Officer can be contacted at info@terrancehouse.co.uk. Associated Care Centres is registered with the Information Commissioner's Office.

This Privacy Policy together with our 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.terrancehouse.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.

Our Principles

- We'll only collect and use your information where we have lawful grounds and legitimate service-related reasons to do so.
- We'll be transparent in our dealings with you and tell you how we'll collect and use your information.
- If we collect your information for a particular purpose we'll only use it for that purpose, unless you've been otherwise informed and given your permission where relevant.
- We won't ask for more information than we need for the purposes for which we're collecting it.
- We'll update our records when you tell us that your details have been changed.
- We'll periodically review your personal information to ensure we don't keep it for longer than is necessary,
- We'll ensure that your information is securely disposed of at the end of the appropriate retention period.
- We'll observe your rights under applicable privacy and data protection laws and will ensure that queries relating to privacy issues are dealt with promptly and transparently.
- We'll train our staff on their privacy obligations. All our policies are disseminated through Quality Compliance Systems, as with the GDPR 2018.

What information does Terrance House hold and how will we use it?

Information you give us: You may give us information about you by completing enquiry forms on the website, by requesting via the website that we send you marketing information, by linking to social media accounts, or by leaving comments and reviews. 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 are a contracted member of staff or Service User we may retain this information for a minimum of 6 or 12 years, and up to 20 or 30 years should a future claim be considered likely, in accordance with the NHS Records Management Code of Practice for Health and Social Care 2016. Unless you have elected to permanently share your personal information via comments, reviews and/or social media links, we will not retain any such information if you are not an employee or Service User.

Website Privacy Statement

Information Terrance House collects about you: We may collect anonymised copies of the following information from you when you visit the website:

- 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), page response times, website errors, length of visits to certain pages, page interaction information, methods used to browse away from the page and any phone number used to call our helpline.

We will only ever retain this information in an anonymous format, and only for as long as is necessary to inform ongoing website improvements. These improvements aim to optimise visitor navigation and overall site accessibility. This information is obtained through our site host 1&1 Internet Ltd, which does **not** use cookies for analytic purposes. IP addresses and browser strings are saved anonymously by 1&1 SiteAnalytics so that they cannot be traced back to individual visitors and so that visitors cannot be uniquely identified. As a result, we never retain information on visitor location or any other information that is not essential for functional site improvements.

Website Privacy Statement

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 while we are corresponding with you or providing services to you or to a Service User you represent. If you are a contracted member of staff or Service User we may retain this information for a minimum of 6 or 12 years, and up to 20 or 30 years should a future claim be considered likely, in accordance with the NHS Records Management Code of Practice for Health and Social Care 2016. Unless you have elected to permanently share your personal information via comments, reviews and/or social media links, we will not retain any such information if you are not an employee or Service User.

Cookies

Our website host 1&1 Internet Limited does **not** use profiling cookies and **exclusively** uses technical cookies, which do not require user consent, to ensure the smooth running of the website. For more detailed information on the cookies we use and the purposes for which we use them, please see our cookie policy below.

Use Made of the Information

Terrance House may use the information we receive and/or collect about you to:

- Fulfil our obligations under any contract we have entered into with you or with a Service User you represent, and to provide you or the relevant Service User with information or services you or the Service User has requested.
- Send you newsletters and marketing information if you have consented to us doing so.
- Notify you of products and services we feel may interest you, or permit third parties to do so if you have provided the appropriate consent.
- Monitor website usage and provide statistics to third parties for the purposes of improving and developing the website and the services we provide via the website.

Terrance House processes personal information for certain legitimate business purposes, which include some or all the following:

- Where the processing enables Terrance House to enhance, modify, personalise or otherwise improve the website, its services or communications.
- To identify and prevent fraud.
- To enhance the security of Terrance House's network and information systems.
- To better understand how people interact with Terrance House's website.
- To administer the website and carry out data analysis, troubleshooting and testing; and
- To determine the effectiveness of promotional campaigns and advertising.

If we obtain consent from you to do so, we may provide your personal details to third parties so that they can contact you directly in respect of services in which you may be interested.

Where we are processing personal data we have obtained via the website on the basis of having obtained consent from you, you have the right to withdraw your consent to the processing of your personal data at any time. If you would like to withdraw your consent or prefer not to receive any of the above-mentioned information (or if you only want to receive certain information from us) please let us know by contacting us via the following webpage: <http://www.terrancehouse.co.uk/contact-us/>. Please bear in mind that if you object, this may affect our ability to carry out the tasks above for your benefit.

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

Website Privacy Statement

Third Party Sites

Our website may contain links to third party websites, including websites via which you are able to purchase products and services. They are provided for your convenience only and we do not check, endorse, approve or agree with such third-party websites nor the products and/or services offered and sold on them. We have no responsibility for the content, product and/or services of the linked websites. Please ensure that you review all terms and conditions of website use and the Privacy Policy of any such third-party websites before use and before you submit any personal data to those websites.

How Safe is your Information?

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. The website is 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.

We will do our best to protect your personal data but the transmission of information via the Internet is not completely secure. Any such transmission is therefore at your own risk.

Disclosure of your Information

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006. We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter with them or you
- Third parties who may wish to contact you in respect of services or products they offer or sell which may be of interest to you, provided we receive your consent to such disclosure; and/or advertisers and advertising networks that require the data to select and serve relevant adverts to you and analytics and search engine providers that assist us in the improvement and optimisation of the website

Please note we may need to disclose your personal information where we:

- Sell any or all our business or assets or we buy another business or assets in which case we may disclose your personal data to the prospective buyer or seller
- Are under a legal duty to comply with any legal obligation or to enforce or apply our terms and conditions; or
- Need to disclose it to protect our rights, property or the safety of our customers or others, including the exchange of information with other companies, organisations and/or governmental bodies for the purposes of fraud protection and credit risk reduction

Your Rights in Respect of your Data

If any of the information you provide to us via the website changes, please let us know as soon as possible so that we can make the necessary changes to the information we hold for you on our database. If you wish to make any changes to your information, please contact us via the following webpage [insert webpage link].

If you wish to access or rectify the information we hold about you, or request that such information be transmitted directly to another data controller, please contact us via the following webpage [insert webpage link]. We shall process your request to access your information within one month of receipt, or we'll let you know within that timeframe if we need more information from you. We will process your request free of charge.

To request that your information is deleted or if you wish to restrict or object to the processing of your information, please contact us via the following webpage: <http://www.terrancehouse.co.uk/contact-us/>.

Website Privacy Statement

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/>.

If you have any further queries or comments on our Privacy Policy, please contact us via the following webpage <http://www.terrancehouse.co.uk/contact-us/> or you can contact us by emailing info@terrancehouse.co.uk. We also welcome your views about our website and our Privacy Policy.

Cookies Policy Statement

COOKIES WEBSITE STATEMENT

Cookies are small text files which a website may put on your computer or mobile device when you first visit a site or page. The cookie will help the website, or another website, to recognise your device the next time you visit. Web beacons or other similar files can also do the same thing. We use the term “cookies” in this policy to refer to files that collect information in this way.

Profiling Cookies can be used to distinguish you from other users of an application or site. **Technical Cookies** are used to provide for the smooth running of a website, providing you with a good experience when you browse and also allowing for better improvement of the site. User consent is not required for technical cookies.

Associated Care Centres and our website host, 1&1 Internet Limited, do **not** use profiling cookies and **exclusively** use technical cookies. We do **not** use cookies for analytic purposes on our 1&1 MyWebsite. IP addresses and browser strings are saved anonymously by 1&1 SiteAnalytics so that they cannot be traced back to individual visitors and so that visitors cannot be uniquely identified. As a result, we never retain information on visitor location or any other information that is not essential for functional site improvements.