GDPRF08 - Website Privacy Statement

We are PCT Care Services Limited, a *[company]* incorporated in *[England and Wales] [Scotland]*. Our company number is *[insert registered company number]* and our registered address is Unit 4B Wymondham Business Centre
Eleven Mile Lane
Wymondham
Norfolk
NR18 9JL

("PCT Care Services Limited" / "**we**" / "**our**" / "**us**"). We are committed to ensuring that your privacy is protected. We 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 *[insert email address for DPO. If there is no DPO, delete reference to them]*.

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.pctcare.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.

What information does PCT Care Services Limited hold and how will we use it?

Information you give PCT Care Services Limited: You may give us information about you by completing enquiry forms on the website or by requesting via the website that we send you marketing information [or *[insert any other reason for which a person may upload their personal data to the website]*. The information you give us may include your name, email address, address/location and phone number *[if there are any other types of personal data that PCT Care Services Limited collects via the website, add them to this list. This does not include all personal data processed by PCT Care Services Limited but only personal data it collects through its website]*.

We will retain this information while we are corresponding with you or providing services to you or to a Service User you represent. We will retain this information for *[insert the relevant retention period for the types of personal data listed above. If it is not possible to insert the retention period, explain the criteria PCT Care Services Limited uses for determining how long it will retain the personal data. Refer to the Records Management Code of Practice for Health and Social Care if required]*.

Information PCT Care Services Limited collects about you: PCT Care Services Limited may collect 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), products you viewed or searched for, 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 retain this information for *[insert the relevant retention period for the types of personal data listed above. If it is not possible to insert the retention period, explain the criteria PCT Care Services Limited uses for determining how long it will retain the personal data]*.

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 *[insert the relevant retention period for the types of personal data listed above. If it is not possible to insert the retention period, explain the criteria PCT Care Services Limited uses for determining how long it will retain the personal data]*.

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Cookies

The Website uses cookies to distinguish you from other users of the website. For detailed information on the cookies we use and the purposes for which we use them, please see our Cookie Policy *[insert hyperlink to Cookie Policy]*.

Use Made of the Information

PCT Care Services Limited may use the information we receive and/or collect about you to:

- Fulfil our obligations under any contract that we have entered into with you or with a Service User that you represent, and to provide you or the relevant Service User with information or services that 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 that 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

PCT Care Services Limited processes personal information for certain legitimate business purposes, which include some or all the following:

- Where the processing enables PCT Care Services Limited to enhance, modify, personalise or otherwise improve the website, its services or communications
- To identify and prevent fraud
- To enhance the security of the network and information systems of PCT Care Services Limited
- To better understand how people interact with the websites of PCT Care Services Limited
- 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 that 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 ***[insert link to webpage]***. Please bear in mind that if you object, this may affect our ability to carry out the tasks above for your benefit.

If you wish to have your information removed from our database or if you do not want us to contact you for marketing purposes, please let us know by clicking the "Unsubscribe" option in any email we send to you and providing the details requested or by contacting us via the following webpage [*insert webpage link*] and we will take steps to ensure that this information is deleted as soon as reasonably practicable.

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.

We may carry out automated decision-making using the personal data you provide to us. We do so to *[insert an explanation about the automated decision-making (including profiling) that you carry out. You should explain the logic involved and the significance and potential consequences for the Data Subject. For example, if you track their behaviour on your website to send targeted advertising, explain this process. If you do not carry out any automated decision making, you can delete this policy entry]*.

Third Party Sites

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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?

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. 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

Where we Store your Personal Data *[if PCT Care Services Limited does not transfer personal data outside the EEA, this policy entry can be deleted].*

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") to *[insert the reasons why personal data is transferred outside the EEA, for example, because it is hosted on a server outside the EEA]*. By submitting your personal data, you agree to this transfer, storing or processing. PCT Care Services Limited will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. If a finding of adequacy hasn't been made by the EC Commission in respect of the country to which the data is transferred, we will only transfer it where there are appropriate safeguards in place, including the use of EU standard contractual clauses or an intragroup agreement.

Your Rights in Respect of your Data

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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 *[insert webpage link]*.

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 *[insert webpage link]* or you can contact us by emailing *[insert email address]*. We also welcome your views about our website and our Privacy Policy.

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.

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