

## **District Home Care Privacy Policy**

### **1. Introduction**

District Home Care ("we", "us", or "our") is committed to protecting the privacy and security of our website visitors and service users. This Privacy Policy outlines how we collect, use, store, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our website, you agree to the terms of this policy.

### **2. Who We Are**

District Home Care provides personal care and support services to individuals in their own homes. Our registered office is located at:

**[Insert full address]**

**Email:** [info@districthomecare.co.uk](mailto:info@districthomecare.co.uk)

**Phone:** 01483 721515

### **3. Information We Collect**

We may collect the following types of personal data:

- **Personal identification details** (e.g. name, email address, phone number)
- **Health and care information** (only if submitted via a secure referral/contact form)
- **Cookies and usage data** (see section 7)
- **Job application data** (CVs, employment history, qualifications)

### **4. How We Collect Information**

We collect personal data in the following ways:

- Through our website contact or enquiry forms
- When you email or call us directly
- When you apply for a job or submit a referral
- Automatically via cookies when you use our website

### **5. How We Use Your Information**

We use your information to:

- Respond to your enquiries
- Provide care services or information about our services
- Process job applications and recruitment
- Maintain business records and comply with legal obligations
- Improve our website and services

We only process your personal data when we have a lawful basis to do so, including consent, contract performance, legal obligations, or legitimate interest.

## **6. Sharing Your Information**

We will never sell your personal information. We may share your data with:

- Care professionals and partners involved in your care (with consent)
- Regulatory bodies or authorities when required by law
- IT service providers (for website hosting or form submissions)

All third parties are required to handle your data securely and only in accordance with our instructions.

## **7. Cookies and Website Analytics**

Our website uses cookies to:

- Improve user experience
- Collect anonymised data on website usage
- Enable functionality such as forms or accessibility tools

You can control or disable cookies in your browser settings. For full details, please see our [Cookie Policy].

## **8. Data Retention**

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

## **9. Your Data Protection Rights**

Under the UK GDPR, you have rights including:

- The right to access your data
- The right to rectification
- The right to erasure (“right to be forgotten”)
- The right to restrict processing
- The right to object to processing
- The right to data portability

To exercise any of these rights, please contact us using the details above.

## **10. How We Protect Your Data**

We take data security seriously. We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, or misuse.

## **11. Links to Other Websites**

Our website may contain links to external sites, including NHS or charity partners. We are not responsible for the privacy practices of other sites. Please check their policies before submitting personal data.

## **12. Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available on our website with the updated effective date.

## **13. Contact Us**

If you have any questions about this Privacy Policy or how we handle your personal data, please contact our Data Protection Lead:

**Email:** [info@districthomecare.co.uk](mailto:info@districthomecare.co.uk)

**Phone:** 01483 721515

**Address:** [Insert company address]

If you are not satisfied with our response, you have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** at [www.ico.org.uk](http://www.ico.org.uk).

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Would you like this as a downloadable Word or PDF file as well? Or should we move on to the **Cookie Policy** next?