

Privacy Notice

Please read this notice carefully as it explains how we use any personal information that you provide us during any method of contact (for example, by email, phone, online forms and by using our services)

If you have any questions about this, please contact the Registered Manager at:
Parris Lawn,
39 Harvard Road
Ringmer
East Sussex
BN8 5HH

Tel: 01273 086388

lesleyw@parrislawn.co.uk

What information do we process?

We process personal data about enquirers, residents and individuals we support before, during and after their contact with us to support our business interests, which include:

- Providing services to our enquirers, residents and individuals that we support, recording what services we have provided.
- Managing the Health, Welfare, Safety and Security of our residents and individuals that we support.
- Handling enquiries, complaints and investigations.
- Monitoring and improving the quality of our services
- Researching and understanding market needs to improve our marketing effectiveness
- Working with our partners such as recruitment agencies and sites and providers to improve the quality of their services.

We also process personal data about job applicants, current and former employees, service providers, and other groups of individuals in the course of our business operations, and this data is subject to our internal privacy policies.

Personal data you provide to us

We collect personal data you provide to us when you enquire, work in or use any of our services, for example:

- **Enquiry:** Personal details such as name, gender, age etc. Contact information such as home address, telephone numbers, email address etc. Details of your interests and how you would prefer us to communicate with you.

- **Service Users:** Personal Details, contact information, financial details, relative or next of kin details, and care needs.
- **Complaints:** Personal details, contact information, complaint details
- **Health & Welfare:** Medical, dietary and mobility details provided to us before, during and after any stay with us in our service.
- **Surveys & Market Research:** Responses to post-enquirer surveys and market research surveys.
- **Job Applications:** Responses to Job applications, including contact details, CV's and other personal information provided.

Data anonymization and use of aggregated information

Your information may be converted into statistical or aggregated data in such a way as to ensure that you are not identified or identifiable from its content. Aggregated data cannot be linked back to you as an individual. Some of the methods used will be encryption, pseudonymisation and anonymisation.

Who we share your information with

We may share your information with:

- A sponsor to organise payment of fees, where you are a resident in one of our services
- Where you are a resident in one of our services, your next of kin or named family member.
- Any person that you have appointed to act on your behalf pursuant to a valid Power of Attorney, where you are a resident in one of our services.
- Health Professionals, such as GP's, District Nurses, Hospitals etc., Local Authorities, includes departments such as Social Services, Housing, Day Centres etc.
- Organisations and consultants providing contracted services to us such as information technology service providers who provide and maintain our systems. Where these companies and consultants provide services to us we will only use your information in compliance with GDPR and the UK Data Protection Act 2018.
- A third-party company such as when providing a reference for a former employee. Or if a resident transfers to another service provider. This transfer of data would only take place within strict compliance criteria and permissions
- The courts in the United Kingdom or abroad as necessary to comply with legal requirement, for the administration of justice, to protect vital interests and to protect the security or integrity of our business operations.

Where we store your information

We only store your information on servers located within the European Economic Area (EEA) and any third parties that we share your data with are also required to be located within the EEA. These servers are fully protected and encrypted.

Retention of your information

Residents

- If you participate in any pre-admission assessment but do not proceed to become a resident within our service, we will keep your information only as long as is necessary to allow us to be compliant with our legal obligations.
- If you become a resident of our service, we will keep your information for as long as you remain a resident, then for a maximum of 7 years to meet our legal obligations.

Job Applicants

- If your job application is unsuccessful your CV and Personal Details will be securely deleted/destroyed after 6 months (unless you give us permission to keep your data for a longer period)

Your rights

Under the new legislation you have increased rights in respect of the information that we hold, subject to some exemptions. The way that we process your information and the legal basis on which we rely to process it affects the extent to which these rights apply.

These rights are the:

- Right to **be Informed** about the processing of your information (this is what this notice intends to do)
- Right to have your information **corrected if it is inaccurate** and to have **incomplete information completed**
- Right to **object to the processing** of your information
- Right to **withdraw your consent** at any time where we rely on it to process your information.
- Right to **restrict processing** of your information
- Right to have your information **erased**
- Right to **request access** to your information and information about how we process it
- Right to **move, copy or transfer** your information
- Right to **automated decision making**, including profiling

If you would like to discuss or exercise any of these rights, please contact the Registered Manager.

You have the right to lodge a complaint with the Information Commissioner's Office if you believe that your information has or is being used in a way that you do not think complies with Data Protection law. We would encourage you to contact us before making any complaint and we would endeavour to resolve any concerns or issues that you may have.

Data Protection Contact

If you have any comments, complaints or suggestions in relation to this notice or indeed the way we process information about you, please contact the Registered Manager at Parris Lawn Care Ltd, or our Head Office

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Alexandra Place
Guildford
Surrey
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01783 790070

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For further information on cookies visit: www.aboutcookies.org or www.allaboutcookies.org