

# Privacy Policy

At Grosvenor Health and Social Care, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [dataprotection@grosvenorhsc.co.uk](mailto:dataprotection@grosvenorhsc.co.uk) or by writing to Grosvenor Health and Social Care, Unit 9 Pendeford Place, Pendeford Business Park, Wobaston Road, Wolverhampton, WV9 5HD.

## Who are we?

We're Grosvenor Health and Social Care, one of the country's largest domiciliary care providers, providing homecare to some 5,000 people across the UK. Grosvenor Health and Social Care is a registered limited company, registration number 06829537. The registered address is Grosvenor Health and Social Care, Unit 9 Pendeford Place, Pendeford Business Park, Wobaston Road, Wolverhampton, WV9 5HD. The Grosvenor Health and Social Care Group comprises of Care Cymru, Sevacare UK Ltd and its trading subsidiaries Synergy Homecare and Mayfair Homecare.

## How do we collect information from you?

We obtain information about you when you use our websites, for example, when you contact us about products and services, make general enquiries or participate in our e-learning program.

## What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, E-Learning data, job application data and information regarding what pages are accessed and when.

## How is your information used?

We may use your information to:

- process a job application that you have made;
- process enquiries that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services;
- process an e-learning submission.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Third Party Service Providers working on our behalf:** We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to perform ECM requirements). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond Grosvenor network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product providers will share your information with us which we will use in accordance with this Privacy Policy.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

## Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do for older people and our exciting products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [dataprotection@grosvenorhsc.co.uk](mailto:dataprotection@grosvenorhsc.co.uk).

## How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [dataprotection@grosvenorhsc.co.uk](mailto:dataprotection@grosvenorhsc.co.uk), or write to us at: Grosvenor Health and Social Care, Unit 9 Pendeford Place, Pendeford Business Park, Wobaston Road, Wolverhampton, WV9 5HD.

You have the right to ask for a copy of the information Grosvenor Health and Social Care hold about you by writing to Grosvenor Health and Social Care, Unit 9 Pendeford Place, Pendeford Business Park, Wobaston Road, Wolverhampton, WV9 5HD.

## Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information is stored securely on a private MPLS WAN on systems with user authenticated permission levels. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have

given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

## Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

## Use of 'cookies'

Like many other websites, the Grosvenor Health and Social Care website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information please review the operational user guide for your chosen browser. Turning cookies off may result in a loss of functionality when using our website.

## Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you

visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## 16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

## Review of this Policy

We keep this Policy under regular review. This Policy was last updated in April 2018.