

Our Privacy Policy and Website Policy

We are Sainthill House Care Home - Sainthill House Limited, a company incorporated in England and Wales.

Our company number is 06880387 and our registered address is:

Sainthill House
Cowick Lane
Exeter
Devon
EX2 9JG

("Sainthill House Care Home - Sainthill House Limited, referred in this document as, "we" / "our" / "us". We are 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 referred to as "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 DPO@langfordpark.co.uk

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.sainthillhouse.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 Sainthill House Care Home - Sainthill House Limited hold and how will we use it?

Information you give Sainthill House Care Home - Sainthill House 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 application/job description material to fill in and return.

The information you give us may include your name, email address, address/location and phone number plus information required to process an employment application. This does not

include all personal data processed by Sainthill House Care Home - Sainthill House Limited, but only the 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 Resident you represent.

We will retain this information for the time periods pertinent to the Records Management Code of Practice, for Health and Social Care (if required).

Information Sainthill House Care Home - Sainthill House Limited collects about you:

Sainthill House Care Home - Sainthill House 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 platforms.
- **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 as long as it is pertinent to ongoing interaction between us and you. It is then deleted, unless it is required to be kept on file for other legal obligations which may be time specific.

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 however long it takes to deal with the enquiry or application pertinent to the data we have requested. This data will be deleted if your application enquiry has finished or been unsuccessful, unless you have requested we keep your data on file.

Use Made of the Information.

Sainthill House Care Home - Sainthill House Limited 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 Resident you represent, and to provide you or the relevant Resident with information or services you or the Resident 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.

Sainthill House Care Home - Sainthill House Limited processes personal information for certain legitimate business purposes, which include some or all the following:

- Where the processing enables Sainthill House Care Home - Sainthill House Limited to enhance, modify, personalise or otherwise improve the website, its services or communications.
- To identify and prevent fraud.
- To enhance the security of Sainthill House Care Home - Sainthill House Limited's network and information systems.
- To better understand how people interact with Sainthill House Care Home - Sainthill House Limited's websites.
- To administer the website and carry out data analysis, troubleshooting and testing.
- 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 link [GDPR PREFERENCE UPDATE LINK](#) . 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 link above and we will take steps to ensure that this information is deleted as soon as reasonably practicable.

Where we Store your Personal Data.

The data that we collect from you, may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") because it is hosted on a server outside the EEA. By submitting your personal data, you agree to this transfer, storing or processing.

Sainthill House Care Home - Sainthill House 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

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 [Sainthill House Contact Page](#)

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 same 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 same 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 <http://www.sainthillhouse.co.uk/contact-us/>

Or you can contact us by emailing DPO@Sainthillhouse.co.uk we also welcome your views about our website and our Privacy Policy.