

Abercorn Care Limited **Website Privacy Policy**



This Privacy Policy provides you with details of how we collect, store and use information about you when you use Abercorn Care Limited's website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy policy.

This Policy aims to ensure compliance with the GDPR. In summary, The GDPR provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

This policy is effective from 25 May 2018. You should ensure you have read and understood this Privacy Policy. Your acceptance of this Privacy Policy is deemed to occur upon your first use of the website.

1. Information About Us

Company name: **Abercorn Care Limited**

Registered address: **PO Box 13760, North Berwick, EH39 9AP**

Email address: **headoffice@abercorncare.com**

Telephone number: **0131 444 0700**

2. What is Personal Data?

Personal data means any information relating to an identifiable person who can be directly or indirectly be identified in particular by reference to an identifier.

Your personal data includes information such as:

Name

Address

Telephone number

Email address

Other data collected that could directly or indirectly identify you.

3. How we collect Personnel Information

We collect data you provide to us when you contact us through the website 'contact us form', send us an email or when you phone us.

4. How we use your information

Your data is collected only for business use and administrative purposes.

We are committed to ensuring that your privacy is protected. We will not sell, distribute or lease your personal information to any third party.

5. How long we retain your information:

Information is retained for no longer than necessary. However, this will be in accordance with any legal obligations we have.

6. Controlling your Personal Information

You may request a copy of your personal data we hold in an electronic format. We will respond to your request within one month by providing the data in electronic format. If you find any inaccuracies, we will delete or correct it promptly.

Please contact us:

- If you would like details of the personal information which we hold about you.
- If you believe that any information, we are holding on you, is incorrect or incomplete.
- If you would like the personal information which we hold about you deleted.
- If you would like to unsubscribe from marketing communications.

If you choose to do this, please email headoffice@abercorncare.com with your request.

7. Data Security and Protection

We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information.

8. Cookie Policy:

We use cookies to offer you a better browsing experience, analyse site traffic and assist in our marketing efforts. Read below about how we use cookies and how you can control them by using the cookie settings link in the website footer.

What are Cookies:

Cookies are small text files that are stored on a user's computer or mobile device. They are used for a variety of purposes, including personalising pages, remembering visitor preferences, analysing visitor behaviour, managing shopping carts and delivering targeted advertising. Cookies are used to improve the online experience of almost every website, including our own.

Types of Cookie:

When you use Abercorn Care Limited's website, only the following three types of cookie may be set on your device.

Necessary cookies:

Necessary cookies are essential for the use of the features and services we offer on this website.

Functional cookies:

These cookies allow us to provide you with a better online experience when you use our website. They do not gather or store any information which would allow us to identify you personally.

Performance cookies:

Performance cookies collect information about how our customers use our site so that we can improve our site. These cookies collect anonymous information on the pages visited. For example, we might use performance cookies to keep track of which pages are most popular, which method of linking between pages is most effective, and to determine why some pages are receiving error messages.

We do not use any targeting cookies; these cookies collect information about your browsing habits in order to make advertising more relevant to you and your interests.

Managing Cookies:

Most internet browsers allow you to erase cookies from your computer hard drive, block all cookies (or just third-party cookies) or warn you before a cookie is stored. You can choose to restrict or block cookies through your browser settings at any time.

For more information about how to do this, and about cookies in general, you can visit www.allaboutcookies.org. Please note that certain cookies may be set as soon as you visit this website, but you can remove them using your browser settings.

However, please be aware that restricting or blocking cookies may impact the functionality or performance of our website. Some cookies on this site are essential, and the site won't work as expected without them. These cookies are set when you submit a form, view pictures, login or interact with the site by doing something that goes beyond clicking on simple links.

9. Changes to this Privacy Policy

This policy may be changed from time to time if there are changes in law or in our business. You should check this page for any updated versions to ensure that you are happy with any changes. You will be deemed to have accepted the terms of the Privacy Policy on your first use of the website following the update.

10. Complaints

If you have any complaints, please contact us at headoffice@abercorncare.com.

If you are not happy with the response or believe we are not processing your personal data in accordance with the law, you can complain to the UK information commissioner's office www.ico.org.uk.