

Policy No: 01-1017	Authorised: Naomi Corteen	Date: 16 th December 2019
INTERNET PRIVACY & COOKIE POLICY (GDPR)		

This is the Internet Privacy and Cookie Policy for the Pelham House Care Home website. It is designed to include the relevant principles of the GDPR as they apply to the Organisation's business and is written in the third person for the service user to read and retain.

POLICY IMPLEMENTATION:

1. Information Management – Summary:

- 1.1 The information you voluntarily provide us through this site (which may include your name, company, address and contact details such as your telephone number, e-mail address or fax number) will be used for the purposes of satisfying your requirements, such as developing your Care Plans, or staff recruitment. If you have e-mailed us with an enquiry (for example, in relation to availability of a care package) we may use your e-mail address to respond to your initial enquiry. We may also send you further information about our services or keep you informed of periodic Policy updates, provided you have indicated that you are happy to be contacted for these purposes. We will always ask your consent for such communication.
- 1.2 If you choose to register with our Up-date Service, we may collect personal information in order to administer your membership, including any log-in and password details in connection with your membership sign-in.
- 1.3 You can tell us not to contact you with updates and information regarding our products and services either at the point where such information is collected or, by using the contact details on the *Pelham House Care Home* website.

2. Sharing of Information:

- 2.1 We may disclose your personal information to our offices or to our agents or contractors who assist us in providing the services we offer, such for example in fulfilling requests for information about our Home, receiving and sending communications, updating service user lists, analysing data, providing support services or in other tasks from time to time. Our agents and contractors will only use your information to the extent necessary to perform their functions.
- 2.2 In the event that we undergo re-organisation or are sold to a third party, you agree that any personal information we hold about you may be transferred to that re-organised entity or third party.
- 2.3 We may disclose personal information if required to do so by law, Court order or for the purposes of prevention of fraud or other crime or if we believe that such action is necessary to protect and defend the rights, property or personal safety of *Pelham House Care Home*, the *Pelham House Care Home* website, or its visitors.

3. Use of Cookies by *Pelham House Care Home*:

- 3.1 Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently to improve the user experience, as well as to provide certain information to the owners of the site. The *Pelham House Care Home* website sets cookies which remain on your computer for differing times. Some expire at the end of each session and some remain for longer so that when you return to our website, you will have a better user experience.

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- 3.2 Cookies allow us to update the count of how often a page is shared when a user forwards or shares one of our web pages on social media sites or with another user. We use cookies to personalise content we send to you and to make our services more relevant.
- 3.3 *Pelham House Care Home* uses a session variable which is removed from a user's computer once the browser is shut down or the user logs-out. This session variable is necessary to manage the user's experience as they navigate the site. The site uses Google Analytics cookies to collect information about how visitors use our site.

4. Google Analytics:

- 4.1 We use Google Analytics to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from, and the pages they visited.
- 4.2 This information does not identify visitors or collect any personal details. We do not make any attempt to find out the identities of those visiting our websites. We will not associate any data gathered from this site with any personal information from any source. We will make it clear when we collect personal information and will explain what we intend to use it for.

5. Cookie Consent:

- 5.1 Web browsers allow you to exercise some control of cookies through the browser settings. Most browsers enable you to block cookies or to block cookies from particular sites. Browsers can also help you to delete cookies when you close your browser. You should note however, that this may mean that any opt-outs or preferences you set on the site will be lost.
- 5.2 To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit, allaboutcookies.org.

YOUR ACCEPTANCE OF THESE TERMS:

By using the *Pelham House Care Home* website, you consent to the collection and use of your information by *Pelham House Care Home* as set out in this Internet Privacy and Cookie Policy. If we change our Privacy and Cookie Policy in any way, these changes will be posted on this page.

Person **Collecting** your Data (*Initials / Signature*): _____ Date: _____

Person **Storing** your Data (*Initials / Signature*): _____ Date: _____

Service User Consent to Collection and Storage of their Data: (*Signature*): _____ Date: _____