



Pendeen Community Care Ltd.
Unit 4, Wilson Building
Wilson Way
Redruth
TR15 3RU

Phone: 01209 313032
Email: pendeencare@btconnect.com

Privacy Policy for Website

This policy explains how Pendeen Community Care will use, and protect, the information that we gather, whether it be through this website, by way of telephone or personal conversations or through our normal business contacts with you. We fully understand that your privacy is important to you and that you care about how your personal data is used and shared online and we will take account of, and respect, your concerns.

If you have any questions about this policy please contact The registered manager, Pendeen Community Care Ltd, Unit 4 Wilson Building, Wilson Way, Redruth, TR15 3RU 01209 313032 Email: pendeencare@btconnect.com

Your rights

Under the General Data Protection Regulation (GDPR), you have the right to be informed about:

- the collection and use of your personal data
- our purposes for processing that data
- the retention periods for storing your data (or a guarantee that it will be kept only for as long as necessary)
- who it will be shared with (both in this country and, if applicable, in others: in this case, we will inform you of the safeguards which are applied in that country)
- the legal basis under which we process your data
- the right to withdraw your consent (if consent is the legal basis for processing)
- our “legitimate interest” in processing your data (if that interest is the legal basis for processing)
- details of any data we collect about you from a third party (such as publicly-available information)
- the right to lodge a complaint with the ICO
- details of the existence of automated decision-making, including profiling (if applicable).

You also have the right to information that is concise, transparent, intelligible, easily accessible and presented to you in clear and plain language rather than in “legalese”. We would encourage you to get in touch with the contact given above if you have any questions about this policy statement or our procedures with regard to data processing. This will not in any way affect your right (mentioned above) to complain to the ICO.

Finally, we commit to informing you if, at any time, we update our privacy information and always to seek permission if we plan to use your personal data for a new purpose.

The information we collect

We process and store details of your:

- name
- address
- IP address

- email address
- Telephone

These details will typically be provided when you contact us via the website or apply for a job using the online application. We only keep them for as long as necessary and you may, at any time, contact us to ask for them to be removed (see “the right to be forgotten” below).

Why do we need this information?

We use the information that we collect and store about you to:

- provide our products/services
- to contact you in response to queries
- Recruitment process

Legal basis

The Legal basis by which we process your personal information are as follows:

- Where you have provided your consent as a client or employee or prospective employee of Pendeen Community Care Ltd
- To fulfil our contract with you as a client.
- To comply with legal obligations including Health and Safety, employment law and complaints and investigations.
- To protect your vital interests or the vital interests of another person, e.g. Where you or they are seriously ill or injured.
- For our legitimate interests
 - Managing our account
 - Operating our website
 - Internal business purposes including record keeping, responding to queries and complaints, quality assurance, risk management, Account management, recruitment and training of staff

See also The right to object

Applying the data protection principles

Pendeen Community Care Ltd is committed to applying the principles set out in the GDPR. To that end, we will always strive to ensure that:

- personal data is collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- our procedures are adequate, relevant and limited to what is necessary in relation to the purposes for which they are put in place
- the data we collect are accurate and, where necessary, kept up to date, every reasonable step will be taken to ensure that data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay
- data are kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which they are processed
- data are processed in a manner that ensures their appropriate security, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Better by design

In applying the above principles, this organisation recognises that it has a general obligation to implement technical and organisational measures to show that it has considered and integrated data protection into all data processing activities. We have built safeguards into products and services from the earliest stage of development and privacy-friendly default settings are the norm for all our services. All of our employees are trained in the requirements of GDPR and as far as possible we aim to ensure that contracts, website designs, publicity materials and HR policies are all in line with the GDPR requirements.

Your rights

The right to be forgotten

Also known as data erasure, the “right to be forgotten” set out in the GDPR entitles you to ask any data controllers (including this organisation) to erase your personal data and to cease further dissemination. You can make such a request either verbally or in writing and we will respond as quickly as possible, and at the latest within one month. We understand that there is a particular emphasis on the right to erasure if the request relates to data collected from children and such requests will always be given the highest priority.

Please note, however, that there are certain circumstances in which the right to erasure may not apply. These include where processing is necessary for one of the following reasons:

- to comply with a legal obligation
- to exercise the right of freedom of expression and information
- for the performance of a task carried out in the public interest or in the exercise of official authority
- for the establishment, exercise or defence of legal claims.

In addition, any organisation is allowed to refuse to comply with a request for erasure if it is manifestly unfounded or excessive, taking into account whether the request is repetitive in nature. We will, however, explain and justify any such refusal.

Right to be informed

Within one month of collecting your personal data, we will inform you of the purposes for processing that data, the retention periods and with whom it will be shared. Any information which is provided to you will be concise, transparent, intelligible, easily accessible and presented in clear and plain language.

Right to rectification

Either verbally or in writing, you may ask for inaccurate personal data to be rectified, or to be completed if it is partial. We will respond as quickly as possible and certainly within the one month time period allowed under the GDPR. In the unlikely event that there is disagreement over the accuracy of the data, we will do our best to resolve this and you will, of course, have right to take the matter to the ICO if we cannot reach agreement. If that situation arises, we are prepared to consider restricting processing of the contested data during the time it takes to resolve the issue with the ICO

Right to data portability

This organisation recognises that, under the GDPR, you must be able to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability. The requested information will be provided free of charge in a structured, commonly used and machine-readable form. However, it should be noted that the right to data portability only applies:

- to personal data an individual has provided to a controller

- where the processing is based on the individual's consent or for the performance of a contract

when processing is carried out by automated means.

Right to object

You have the right to object to:

- processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling)
- direct marketing (including profiling)
- processing for purposes of scientific/historical research and statistics.

We will stop processing personal data for direct marketing purposes as soon as an objection is received.

Data breaches

While we will take all appropriate measures to prevent illegal access to your data, we have to prepare for that possibility. Should there be a significant data breach affecting your data and rights, we will notify you (and the ICO) as soon as possible. To minimise any possible danger, we will use encryption and/or pseudonymisation where it is appropriate to do so. We will also have backup systems in place in the event that an outside organisation attempts to disrupt access to our data,

Cookies

A cookie is a small text file placed on your computer or device by our site when you visit certain parts of it and/or use certain of its features. For example, we may monitor how many times you visit, which pages you go to, traffic data, location data, weblogs and other communication data whether required for billing purposes or otherwise. We may also look at the originating domain name of a user's internet service provider, IP address, operating system and browser type. This information helps us to build a profile of our users. Where appropriate, this data will be aggregated or statistical, which means that we will not be able to identify you individually.

Cookies are also used to remember your settings (language preference, for example) and for authentication (so that you do not have to repeatedly sign in). You can set your browser not to accept cookies and there are a number of websites which explain how to remove cookies from your browser. However, it is possible that some of our website features may not function as a result.

Third party websites

Please note that there are some links on our website to other sites where you may find useful information. This does not indicate a general endorsement of those sites and, as we have no control over how data is collected, stored, or used by other websites, we would advise you to check their privacy policies before providing any data to them.

Signed:	V Anthony
Position:	Registered manager
Date:	04/11/2021
Policy Review Date:	04/11/2022