



Willow Family Care Ltd

Website Terms of Use

Version: 1.0

Effective Date: July 2026

Review Date: July 2027

Website Terms of Use

1. Introduction

Welcome to the Willow Family Care Ltd website.

These Terms of Use govern your use of this website. By accessing or using our website, you agree to comply with these terms.

If you do not agree with these terms, you should stop using the website.

2. About Us

This website is operated by:

Willow Family Care Ltd

Company Number:

15816033

Registered Office:

Amelia House

Crescent Road

Worthing

West Sussex

BN11 1RL

Telephone:

01903 250530

Email:

info@willowfamilycare.co.uk

3. Purpose of the Website

Our website provides general information about Willow Family Care Ltd and the services we provide.

Information published on this website is intended to:

- explain our services;
- provide contact information;
- assist professionals;
- support recruitment;
- share organisational information.

The website is not intended to provide legal, medical or professional safeguarding advice.

4. Accuracy of Information

We take reasonable care to ensure that information published on this website is accurate at the time of publication.

However, we do not guarantee that all information will always be complete, accurate or up to date.

Information may be amended without notice.

Where you require confirmation of specific information, please contact us directly.

5. Acceptable Use

You agree to use this website lawfully and responsibly.

You must not:

- attempt to gain unauthorised access to the website or related systems;
- introduce viruses, malware or malicious code;
- interfere with the operation or security of the website;
- use the website for unlawful purposes;
- upload offensive, abusive or defamatory material (where user submissions are enabled);
- attempt to harvest personal information from the website.

Any misuse may be reported to the appropriate authorities.

6. Intellectual Property

Unless otherwise stated, the content of this website belongs to Willow Family Care Ltd or is used under licence.

This includes:

- text;
- photographs;
- logos;
- graphics;
- downloadable documents;
- branding;
- design elements.

You may:

- view website content;
- print pages for personal use;
- download publicly available documents where permitted.

You may not:

- reproduce website content for commercial purposes without written permission;
- alter or remove copyright notices;
- represent Willow Family Care content as your own.

7. External Links

Our website may contain links to third-party websites.

These links are provided for convenience only.

Willow Family Care Ltd is not responsible for:

- the content of external websites;
- their availability;
- their security;
- their privacy practices.

Users should review the policies of any third-party websites they visit.

8. Privacy

Your use of this website is also governed by our:

- Privacy Notice;
- Cookie Policy;
- Accessibility Statement.

These documents explain how we protect personal information and how cookies are used.

9. Website Security

We take reasonable technical and organisational measures to protect our website.

However, no website can guarantee complete security.

Users are responsible for ensuring that any device used to access the website has appropriate security protections, including up-to-date antivirus software where appropriate.

10. Availability

We aim to keep our website available and functioning correctly.

However, we do not guarantee uninterrupted access.

The website may be unavailable due to:

- maintenance;

- software updates;
- technical issues;
- circumstances beyond our reasonable control.

We reserve the right to suspend or withdraw the website without notice where necessary.

11. Recruitment Information

Vacancies advertised on our website are subject to change or withdrawal without notice.

Submitting an application does not guarantee employment.

All appointments remain subject to our safer recruitment procedures, including appropriate pre-employment checks.

12. Children's Safeguarding

The safety and welfare of children is our highest priority.

Information published on this website should never be used to identify children living in our homes.

Users must not attempt to obtain confidential information regarding children or young people supported by Willow Family Care.

Any attempt to do so may be reported to the appropriate authorities.

13. Limitation of Liability

Nothing in these Terms of Use excludes or limits liability where such exclusion or limitation would be unlawful.

To the fullest extent permitted by law, Willow Family Care Ltd accepts no responsibility for any loss arising from:

- reliance on general website information;
- temporary website unavailability;
- technical interruptions;
- third-party content accessed through external links.

This does not affect any rights that cannot be excluded by law.

14. Changes to These Terms

We may amend these Terms of Use from time to time.

The latest version will always be published on our website.

Your continued use of the website following publication of updated terms constitutes acceptance of those changes.

15. Governing Law

These Terms of Use are governed by the laws of England and Wales.

Any disputes arising from the use of this website shall be subject to the exclusive jurisdiction of the courts of England and Wales, unless another jurisdiction is required by applicable law.

16. Contact Us

If you have any questions regarding these Terms of Use, please contact:

Willow Family Care Ltd

Amelia House

Crescent Road

Worthing

West Sussex

BN11 1RL

Telephone:

01903 250530

Email:

info@willowfamilycare.co.uk

For questions about privacy or personal information, you may also contact our **Data Protection Lead**, Annie Padgett, via info@willowfamilycare.co.uk or your dedicated privacy email address if implemented.

Document Control

Document Owner: Jamie Harrocks – Data Protection Lead

Approved By: Board of Directors

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