



## **Privacy Policy**

Effective Date: 03/01/2025

### **1. Who We Are**

District Healthcare Limited (“we”, “our”, or “us”) is a registered domiciliary care provider based in the UK. We are committed to protecting and respecting your privacy in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any questions about this policy, please contact:

Data Controller: District Healthcare Limited

Email: [districthealthcare@outlook.com](mailto:districthealthcare@outlook.com)

Phone: 01752 201156

Address: 250 Embankment Road, PL49JH

### **2. What Information We Collect**

We may collect and process the following personal data through our website:

- Contact Form Submissions: Name, email address, phone number, message content
- Job Applications: CVs, covering letters, employment history, references
- Website Analytics: IP address, browser type, pages visited, time on site (via cookies and analytics tools such as Google Analytics)

### **3. How We Use Your Data**

We use your personal data for the following purposes:

- To respond to your enquiries submitted via our contact form
- To process job applications and communicate with applicants
- To improve the functionality and content of our website through analytics
- To comply with legal and regulatory requirements

We do not use your data for direct marketing without your explicit consent.

#### 4. Lawful Basis for Processing

We process your personal data under the following lawful bases:

- Consent: When you give clear permission (e.g., submitting a contact or job application form)
- Legitimate Interests: To manage and improve our website and services
- Legal Obligation: When required by law or regulatory obligations

#### 5. How Long We Keep Your Data

We only retain personal data for as long as necessary to fulfil the purposes for which it was collected, including:

- Contact form data: Up to 6 months after resolution of the enquiry
- Recruitment data: Up to 12 months after conclusion of recruitment process unless hired
- Analytics data: Retained as per Google Analytics standard retention policy

#### 6. Sharing Your Data

We do not sell or share your data for commercial purposes. We may share your data with:

- IT service providers who host or support our website
- Law enforcement or regulatory bodies if legally required

All third-party processors are GDPR-compliant and only act on our instructions.

#### 7. Cookies

We use cookies to improve user experience and analyse website traffic. Cookies may include:

- Session cookies for navigation
- Analytical cookies (e.g. Google Analytics)

You can control or disable cookies through your browser settings.

#### 8. Your Rights

Under the UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Object to or restrict data processing
- Request data portability
- Withdraw consent at any time

To exercise any of your rights, please email us at [Insert Email Address].

If you are unhappy with how we handle your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).

## **9. Security Measures**

We take appropriate security measures to prevent unauthorised access, disclosure, or loss of your data. Our website is hosted on secure servers and we follow industry best practices to safeguard your information.

## **10. Updates to This Policy**

We may update this privacy policy from time to time. The latest version will always be available on our website with a clear “last updated” date.

Last updated:02/01/2025