

INTRODUCTION

At Stars Homecare Ltd, we value your data and privacy and are transparent about how we collect and use your data. This policy applies to this website specifically, but please do not hesitate to get in touch if you have other queries regarding other areas of our service outside the website. Please take the time to read the policy carefully and contact us with any queries or concerns about our privacy practices

WHO WE ARE?

Stars Homecare Ltd
Venture House
2 Arlington Square
Bracknell, RG12 1WA

07871392158

THE INFORMATION WE COLLECT

In terms of the personal information we collect via this website:

- Your contact details; name, address, phone number, e-mail address.
- Details about where you are
- Details about your visit to the site

HOW YOUR DATA IS COLLECTED

- Information you submit directly via our secure website during an enquiry
- E-mails you send to us
- Our website uses cookies to collect information about you, Log files and Google Analytics to process your data.

SPECIFIC DATA WE COLLECT

- Your name and e-mail address, phone number
- IT details, including your IP address
- IT details about your visit to my website via Google Analytics

WHY WE COLLECT YOUR DATA?

We collect personal data for a number of reasons.

- It allows us to run our homecare service and website effectively
- To process your enquiry about our homecare services
- For our internal research and development purposes
- For marketing our homecare services

LEGAL BASIS FOR PROCESSING YOUR DATA

- We process your data on the grounds of contract in order to fulfil our services to you
- We also process data based on your consent relating to our mailing list
- You can withdraw or manage your consent at any point by contacting us

SHARING YOUR PERSONAL DATA

- We do not share or sell your personal data
- We share your information with staff members and healthcare colleagues for the purposes of delivering our services to you. We may also share your information with CQC or HMRC when required.

WHERE YOUR DATA IS STORED AND PROCESSED

- We store and process your personal data in a secure manner using up to date technology

HOW LONG YOUR DATA IS KEPT FOR

This depends on the type of data we hold.

- We keep your data as long as is necessary to deliver our homecare services to you until you withdraw consent.
- We keep your data securely on file in case you want to engage our services further in the future
- Data such as sales and purchase invoices will be kept for 6 six plus the current tax year, as this is a requirement of the UK tax laws. After these time periods the data will be destroyed securely.

HOW YOU CAN SEE A COPY OF, AMEND OR WITHDRAW CONSENT OR DELETE YOUR DATA

- Under the GDPR, we respect the right of data subjects to access and control your personal data, to exercise your rights, please contact us.

CONTACTING US

- If you wish to get in touch with questions or concerns about our privacy practices, your personal information, or if you wish to file a complaint, use the contact detail above.

USE OF COOKIES AND GOOGLE ANALYTICS

- Cookies are small pieces of text sent to your browser when you visit a site
- They serve a variety of functions, like enabling us to remember certain information you provide to us as you navigate between pages on the Services
- We use cookies on this website for the following purposes:
 - **Performance And Analytics.** Cookies help us analyse how our website is being accessed and used, and enable us to track performance of our services. For example, we use cookies to determine if you viewed a page. This helps us provide you with information that you find interesting
 - **Third Parties.** Third Party Services may use cookies to help you sign into their services from our Services. Any such third-party cookie usage is governed by the policy of the third party placing the cookie
 - **Opting Out.** You can set your browser to not accept cookies, but this may limit your ability to use our website.

Google Analytics is a web analytics service provided by Google. It uses cookies and IP addresses to analyse how users use our website. Information generated by the cookie will be transmitted and stored by Google on their servers in the USA to produce reports on website activity and internet usage for our website. Google may also transfer this information to third party providers where required to do so by law, or where it uses such third parties to process information on Google's behalf. Google will not associate your IP address with any other data held by Google. You have the option to reject these cookies, but this will reduce the functionality of the website.

Linking to other websites / third party content

- Any links to external sites or resources does not constitute endorsement
- We do not take responsibility for the content or information of any linked website