

Pleasant Home Healthcare Limited is a Limited company. Based in London Borough of Havering and is independently owned and operated. We are committed to protecting and respecting your privacy.

If you submit any details via the website, your personal details, e-mail address and e-mail content will be treated as confidential by Pleasant Home Healthcare Ltd. However, we cannot be responsible for the transmission of data across the internet which could be intercepted and altered by third parties.

We are not responsible for any other websites that may be linked via this website. Please view their privacy statements. For contact details of those responsible for data protection compliance within the territory in question, please contact the business directly.

## Your rights

Because the data we hold about you is your data, you have the following rights in respect of the personal data we hold about you:

1. **Right to Access** – you can ask us for a copy of all the personal data we hold about you.
2. **Right of Data Portability** – you have the right to request a copy of the personal data we hold about you in a commonly used and machine-readable format. We can provide your data either to you or to such other third party as you specify in your request.
3. **Automated Decision-Making Objection Right** – We do not use or rely on automated decision-making.

Automated decision-making is where a decision is made entirely by technological means without human intervention. If you would like to exercise any of the above rights, please contact us in writing on [enquiries@pleasanthhealthcare.co.uk](mailto:enquiries@pleasanthhealthcare.co.uk)

or Pleasant Home Healthcare Limited, Suite T1, Bates Business Centre, Church Road, Harold Wood, Romford, Essex RM3 0JF

4. **Correction Right** – you have the right to correct any of the information we hold about you if it is incorrect or out of date. If you believe such information by providing us with the correct up to date information. In addition, you can ask us to delete the incorrect or out of date information and we will be happy to do so unless we are prevented from doing so by law or regulation.

5. **Right to be Forgotten** – Please note that where we are obliged to keep your personal data because of a regulatory or legal requirement, we will not be able to delete that data and must continue to retain it. You have the right to ask us to delete the personal data we hold about you where such data is used for direct marketing purposes or is processed as a result of you consenting to such processing.

6. **Right to Restrict Processing** – You have the right to restrict the processing of your data in some limited circumstances. See examples below:

- You have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.
- if you want us to establish the data's accuracy;
- Where our use of the data is unlawful but you do not want us to erase it;
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or

7. **Right of Objection to Processing** - you have the right to object to us using your data for direct marketing purposes and to profiling. For example, In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

## **Right to Complain**

If you have any concerns about our handling of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office ("ICO") by visiting <https://ico.org.uk/concerns/> or by telephoning the ICO helpline on [0303 123 1113](tel:03031231113)

# Service User Privacy

## Contact

You are welcome to write to [Enquiries@pleasanthhealthcare.co.uk](mailto:Enquiries@pleasanthhealthcare.co.uk)  
For Questions and Comments regarding this privacy notice

## We collect the following personal Data

The information you give us (Name, address, email address, phone number, and personal description about the service user and/or the responsible party of the service user) about you by emailing us, when filling in forms on our website, by emailing us on our website or contacting us by phone. This includes information you provide when you subscribe to our services, sign up to a newsletter, complete a survey, report a problem with our website, post material on our site, request further services.

**IMPORTANT: We will only collect information from you directly or via your authorised representative who has confirmed that they are authorised to provide this information on your behalf, For data privacy reasons.**

## Our commitment and obligations to you

We take the collection, usage and security of your personal data seriously. We can only use your personal data under law if we have a good reason for doing so. The law provides examples of those reasons. These include:

- To perform or fulfil a contract we have with you; or
- If we have a legal duty; or
- If it is within our legitimate business interest; or
- If there is a public interest reason for doing so; or
- If you have given your consent.

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

## Types of personal data we collect

- Location data
- User login data

- Contact details of service users or service user connected parties (e.g. families)
- Hobbies and interests
- Home environment (e.g. location, home description, support needs)
- Demographic data (e.g. date of birth)
- Address and postcode information
- Food and carer preference information (e.g. likes and dislikes. allergies)
- Financial data (information about care funding e.g. for payment and where you request,)
- Health data of service users (medication, medical condition, care needs, etc)
- Technical Information (IP / Cookies)
- Complaints information
- Legal data (e.g. power of attorney)

### **Information we collect about you**

We may automatically collect the following information with regard to each of your visits to our website:

- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (mouse-overs, scrolling and clicks), Any phone number used to call our customer service number and cookies and methods used to browse away the page
- time zone setting, browser plug-in types and versions, operating system and platform, technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version

### **Information received from other sources:**

- We may receive information from other sources, such as from your authorised representatives or your health care provider (e.g. doctor, private medical facility or otherwise) for the purpose of providing services to you. The information received may include: names, address details, authorised representative information and health information.

## **Where we store your personal data**

It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers or business partners. By submitting your personal data, you agree to this transfer, storing and/or processing. The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”), including, in particular, the United States. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

## **Security of your personal data**

We will use strict procedures and security features to try to prevent unauthorised access once we have received your information,

Although we will do our best to protect your personal data, we cannot guarantee the security of the data transmitted to our site; any transmission of your data is at your own risk. Unfortunately, the transmission of information via the internet is not completely secure.

If you follow a link to any of the websites containing links to and from the websites of our member and associate member organisations, advertisers and affiliates, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **Automated decision making**

We do not use automated decision-making processes during our relationship with you. Applications and decisions are always reviewed manually.

## **Cookies**

Cookies help us to improve our site and to deliver a better and more personalised service. We may obtain information about your general internet usage by using cookie files stored on your computer or device (“cookies”). Cookies are text files containing small amounts of information which are downloaded to your computer or device when you visit a website.

## **E-mail Newsletters and Marketing**

We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience. You have the right to ask us not to process your information for marketing purposes

We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users.

We may make suggestions and recommendations to you that we think may be of interest to you or members of your team / organisation. We will only contact you by electronic means (email) with information about services similar to those which you have shown an interest in.

We may also use your data, or permit selected third parties to use your data, to provide you with information about services which may be of interest to you and we or they may contact you about these by electronic means only if you have consented to this.

## **Length of time we keep your information**

We will retain your personal information for as long as you use our services and for a reasonable time thereafter. After you have terminated your use of our services, we will retain your personal information for up to 10 years and thereafter may store it in an aggregated and anonymised format.

## **Where we store your personal data**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"), including, in particular, the United States. It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers or business partners. By submitting your personal data, you agree to this transfer, storing and/or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy notice.