



PRIVACY POLICY OCTOBER 2019

Ashbourne House Care Home Ltd is committed to ensuring that your privacy is protected, and we ask you to familiarise yourself with our Privacy Policy by clicking the PDF image below. If you require further clarification on any of its content, please contact us at ashbourne-house@hotmail.com or by calling 0117 321 6400. Thank you.

This privacy policy sets out how Ashbourne House Care Home Ltd uses and protects any information that you give Ashbourne House Care Home Ltd when you use this website. Ashbourne House Care Home Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Ashbourne House Care Home Ltd may change this policy from time to time by updating this page. You should check this page periodically to ensure that you are happy with any changes. This policy is effective from 26th October 2019.

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers
- IP address

What we do with the information we gather:

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- To enable the use of analytics
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided
- From time to time, we may also use your information to contact you for market research purposes.

We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security:

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies:

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used.

This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites:

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information:

If you ever contact Ashbourne House Care Home Ltd via the message box on 'Contact' page, you can be assured that we will not sell, distribute or lease your personal information to third parties for any reason. That particular contact information is only ever used for us to progress your specific enquiry. Thereafter, the email containing notification said data will be deleted. You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information we hold on you, please write to us using the address on the website.