

# PRIVACY POLICY



SYLYVE HOMECARE  
LIMITED

## Sylyve Homecare Limited

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<https://www.sylyvehomecare.co.uk>



## **1. Introduction**

**Sylve Homecare Services** is committed to protecting the privacy and security of your personal information. We take care to protect the privacy of our clients, staff and visitors that communicate (online or offline) with us; over the phone, via our website, our office and at clients' premises.

We have therefore developed this privacy policy to inform you of the data we collect, what we do with your information, what we do to keep it secure as well as the rights and choices you have over your personal information.

## **2. The information we collect and when**

We only collect information that we know we will genuinely use and in accordance with the General Data Protection Regulation (GDPR). The type of information that we will collect on you, and you voluntarily provide to us on this website includes:

- Your name (When completing our online enquiry form)
- Address (When completing our online enquiry form)
- Telephone number (When completing our online enquiry form)
- Email address (When completing our online enquiry form)
- CV and Copies of ID (when completing online application forms)

We may, in further dealings with you, extend this information to include your address, services used, records of conversations, agreements etc.

You are under no statutory or contractual requirement or obligation to provide us with your personal information; however, we require at least the information above in order for us to deal with you as a prospective client or staff, in an efficient and effective manner. The legal basis for processing your data may be based on:

- Your specific consent at the point the information was initially provided
- Compliance with a legal obligation, dependent on the service being provided
- Compliance with a legal obligation as a recruiter

We will not store, process or transfer your data outside the parties detailed above unless we have an appropriate lawful reason to do so.

## **3. How we use your information**

- To contact you, following your enquiry, reply to any questions, suggestions, issues or complaints you have contacted us about;
- Make available our services to you;
- Help answer your questions and solve any issues you have



- Google Analytics – we use Google Analytics to provide us with information about how you use our website. We use this information to compile statistics and to help us to improve our website and the services we offer. Google uses cookies as part of this process to collect anonymous information, including the number of visitors to the website, where they have come to the website from, the pages they visit and the length of time they have spent on the website
- Online enquiry, registration and contact forms – we use session cookies on all our online forms, such as that on the contact and email registration pages. This is used to allow you contact us via our website
- The use of cookies in these ways is to improve the functionality of our website and your experience when using it. Cookies can be disabled by changing the settings on your browser. If you do decide to disable cookies, you may not be able to access some areas of our website.

#### **4. Who we might share your information with**

We may share your personal data with other organizations in the following circumstances:

- If the law or a public authority says we must share the personal data;
- If we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud and reducing credit risk); or
- From time to time, employ the services of other parties for dealing with certain processes necessary for the operation of the Website. However, all the information we share will be collected and anonymized, so neither you nor any of your devices can be identified from it.

#### **5. How we keep you updated on our services**

We will send you relevant offers and news about our services in a number of ways including by email, but only if you have previously consented to receive these marketing communications. When you register with us we will ask if you would like to receive marketing communications, and you can change your marketing choices online, over the phone or in writing at any time.

#### **6. Your rights over your information**

##### **6.1.1 Right to Access Your Personal Information**

You have the right to access the personal information that we hold about you in many circumstances, by making a request. This is sometimes termed ‘Subject Access Request’. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge and aim to do so within one month from when your identity has been confirmed.



We would ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If you would like to exercise this right, please contact us as set out below.

#### 6.1.2 Right to Correction Your Personal Information

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

If you would like to exercise this right, please contact us as set out below.

#### 6.1.3 Right to Stop or Limit Our Processing of Your Data

You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

#### 6.1.4 For more information about your privacy rights

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here <https://ico.org.uk/for-the-public>.

You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. Your satisfaction is extremely important to us, and we will always do our very best to solve any problems you may have.

### **7. How long we keep your information for**

We retain a record of your personal information in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the General Data Protection Regulation (GDPR) and never retain your information for longer than is necessary. Unless otherwise required by law, your data will be stored for a period of 2 years after our last contact with you/some other identifiable action or period, at which point it will be deleted.

### **8. Giving your reviews and sharing your thoughts**

When using our websites or other websites, you may be able to share information through social networks like Facebook and Twitter. For example, when you 'like', 'share' or review our Services. When doing this, your personal information may be visible to the providers of those social networks and/or their other users. Please remember it is your responsibility to set



appropriate privacy settings on your social network accounts so you are comfortable with how your information is used and shared on them.

## **9. Security Data**

Security is of great importance to **Sylyve Homecare Services** and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your collected data.

We take security measures to protect your information including:

- Limiting access to our office and equipment to those that we believe are entitled to be there;
- We use appropriate procedures and technical security measures (including strict encryption, anonymization and archiving techniques) to safeguard your information across all our computer systems, networks, websites and office.
- Advising you never to enter your account number or password into an email or after following a link from an email.

## **10. How to contact us**

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by one of the following means:

By email:

[consult@sylyvehomecare.co.uk](mailto:consult@sylyvehomecare.co.uk)

By post:

**30, Buller Road, SS15 6BA, Laindon,  
Basildon, Essex, United Kingdom.**

**Telephone: +44 7895 184445  
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Thank you for taking the time to read our Privacy Policy.