



Richardson Care
Caring is in our DNA

Website Privacy Policy

This website is owned and operated by Richardson Care. Your privacy is of the utmost importance to us and we want to make your online experience satisfying and safe. This Privacy Policy describes our practices in connection with information that we use for marketing purposes.

Personal information

"Personal Information" is information that identifies you as an individual to us or relates to an identifiable individual, including:

- Name
- Company Name
- Postal Address
- Email Address
- Telephone Number
- Website URL(s)

We need to collect and process these types of Personal Information in order to provide the requested services to you, or because we are legally required to do so. If you do not provide the information that we request, we may not be able to provide you with the requested services.

Collection of Personal Information

We collect personal information in five ways:

- 1) When we speak to you on the telephone
- 2) When we meet you at a business event
- 3) When we are referred to you from a third party
- 4) When you have contacted us by email
- 5) From publically-available information

Use of Personal Information

We use Personal Information for our legitimate business interests, including the following:

- To respond to your enquiries, fulfil your requests and provide you with relevant information.

Other information we collect

"Other Information" is any information that does not reveal your specific identity or does not directly relate to an identifiable individual, such as:

- 1) Browser and device information
- 2) Information collected through cookies and other technologies
- 3) Information that has been aggregated in a manner such that it no longer reveals your specific identity

If we are required to treat Other Information as Personal Information under applicable law, then we may use and disclose it for the purposes for which we use and disclose Personal Information as detailed in this Policy.

The Richardson Mews, Kingsland Gardens, Northampton NN2 7PW

Telephone: 01604 791266 | www.richardsoncares.co.uk | welcome@richardsoncares.co.uk

Richardson Care Holdings Limited, registered in England & Wales: 12432902 | Registered office: Peterbridge House, 3 The Lakes, Northampton NN4 7HB



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Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. At Richardson Care we use cookies to help us identify and track visitors to www.richardsoncares.co.uk, their use of the website, and their website access preferences. Visitors to www.richardsoncares.co.uk who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using the Richardson Care website, with the drawback that certain features may not function properly without the aid of cookies.

Protecting information

Richardson Care will not disclose your Personal Information to third parties apart from:

- If we are required by law
- If it is necessary in order to respond to your enquiries, fulfill your requests or provide you with relevant information

Marketing & Communication

Richardson Care likes to keep contacts up to date with relevant news.

- We will ask you first before sending you marketing emails.
- We will update our database regularly to ensure that your details are correct and that you still want to receive our emails
- If you would like to unsubscribe from our mailings, please click the unsubscribe link at the bottom of the emails you receive.

Third Party Services

We use several third-party IT system providers and follow the processes of these providers.

This Privacy Policy does not address, and we are not responsible for, the privacy, information or other practices of any third parties, including any third party operating any website or service to which www.richardsoncares.co.uk links. The inclusion of a link on the website does not imply endorsement of the linked site or service by us.

In addition, we are not responsible for the information collection, use, disclosure or security policies or practices of other organisations, such as Facebook, Apple, Google, Microsoft, LinkedIn or any other social media platform provider, service provider or device manufacturer, including with respect to any Personal Information you disclose to other organisations through or in connection with our social media pages.

Security

We seek to use reasonable organisational, technical and administrative measures designed to protect Personal Information within our organisation. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure, please contact us immediately.

How to Access, Change or Suppress your Personal Information

If you would like to review, correct, update, suppress or delete Personal Information that you have previously provided to us, or if you would like to receive a copy of your Personal Information you may make this request by emailing welcome@richardsoncares.co.uk. We will respond to your request consistent with applicable law.

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Updates to this Privacy Policy

We may change this Privacy Policy and any changes will become effective when we post the revised Privacy Policy on www.richardsoncares.co.uk. Your use of our services following these changes means that you accept the revised Privacy Policy.

How to Contact us about Data Protection

You can email us at welcome@richardsoncares.co.uk

Last Updates

This privacy policy was last updated: 02/10/2019.

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Procedure No: JMHDWEB
Date Implemented: 31/05/18
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