

Care, Community, Culture Privacy Policy

This privacy policy sets out how Care, Community, Culture uses and protects any information that you give Care, Community, Culture when you use this website.

Care, Community, Culture is committed to ensuring that your privacy is protected under the Data Protection Act 2018 (DPA 2018) and the General Data Protection Regulation (GDPR). 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.

Care, Community, Culture may change this policy from time to time by updating this page. You will be informed via email if any changes are made to this policy.

What we collect

We may collect the following information:

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

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:

We may periodically send a promotional email or text message about new services or other information which we think you may find interesting using the email address/mobile number which you have provided.

From time to time, we may also use your information to contact you for market research purposes particularly health and social care consultations. We may contact you by email, phone, or mail.

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.

We have a framework of policies and procedures which ensure we regularly review the appropriateness of the measures we have in place to keep the data we hold secure.

How we use cookies

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.

You may be able to configure your browser or our website, application or service to restrict cookies or block all cookies if you wish, however if you disable cookies you may find this affects your ability to use certain parts of our website, applications or services. For more information about cookies and instructions on how to adjust your browser settings to accept, delete or reject cookies, see the www.youronlinechoices.co.uk/allaboutcookies.org website.

Controlling your personal information

If no longer wish to receive updates on the services that we offer then please send an email from that address to info@carecommunityculture.co.uk with the word 'unsubscribe' in the subject. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Your rights in relation to your personal information

The accuracy of the information that we hold about you is important to us. If any of the information that we hold is inaccurate or out of date, please let us know using the contact details set out at the end of this notice.

You have a number of rights under the Data Protection Laws in relation to the way we process your personal data, namely:

- to access your data;
- to have your data rectified if it is inaccurate or incomplete;
- in certain circumstances, to have your data deleted or removed;
- in certain circumstances, to restrict the processing of your data;

- a right of data portability, namely, to obtain and reuse your data for your own purposes across different services;
- to object to direct marketing (we do not carry out direct marketing);
- not to be subject to automated decision making (including profiling), where it produces a legal effect or a similarly significant effect on you (we do not use automated decision making); and
- to claim compensation for damages caused by a breach of the Data Protection Laws.

If you wish to exercise any of these rights, please contact info@carecommunityculture.co.uk

We will aim to respond to any request received from you within one month from your request. Access to your data will usually be provided free of charge, although in certain circumstances we may make a small charge, or be unable to provide the data, where entitled to do so under the Data Protection Laws.

Any complaints?

If you are not happy with the way in which your personal information is held or processed, please contact us on info@carecommunityculture.co.uk. We will look into your complaint and will work with you to resolve the matter.

Further, you also have the right to complain about data protection matters to the Information Commissioner's Office (ICO). The ICO is the UK's independent body set up to uphold information rights. You can find out more about the ICO on its website (<https://ico.org.uk/>). The ICO can be contacted by calling 0303 123 1113.