

## **GDPR PRIVACY AND COOKIES NOTICE**

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# **MALLANDS CARE LTD GDPR POLICY**

## **INTRODUCTION AND GENERAL TERMS**

The aim of this privacy policy is to explain to you how we control and process your data. This includes the collection, usage, disclosure, transfer, storage and disposal of your data. Mallands Care Ltd is committed to protecting your personal information when you are using our services, which we want to be a safe and enjoyable experience. This Privacy and Cookies Policy relates to our use of any personal information that we collect from you when using our website and online services. It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

This Privacy and Cookies Policy explains the following:

- What information Mallands Care Ltd may collect about you;
- How the Mallands Care Ltd will use information we collect about you;
- When the Mallands Care Ltd may use your details to contact you;
- Whether Mallands Care Ltd will disclose your details to anyone else;
- Your choices regarding the personal information you provide to us;
- The use of cookies on Mallands Care Ltd websites and how you can reject cookies.

Mallands Care Ltd is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act/General Data Protection Regulation 2018 (these laws are referred to collectively in this Privacy and Cookies Policy as the "data protection laws"). No website can be completely secure.

The Mallands Care Ltd website may contain hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, and are also likely to use cookies, and we therefore encourage you to review them. They will govern the use of personal information you submit when visiting these websites, which may also be collected by cookies. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

For a full version of our Privacy and cookies policy please click [here](#).

## **WHO ARE WE?**

Mallands Care Ltd are an organisation that focuses on people and how they do things within organisations. Mallands Care is a family-owned and family-run company delivering outstanding nursing, residential and dementia care in Devon. Mallands Care are able to offer choice, flexibility and quality of life. Our homely environments have excellent facilities, a wide programme of activities and nutritious good food. We aim to provide the best possible care so that each one of our residents can live their lives to the full.

To find out more, please click [here](#).

## **WHAT INFORMATION WILL MALLANDS CARE LTD COLLECT ABOUT ME?**

When using our website, the personal information other than business information that we collect may include but not be to your name, address, email address, IP address, and information regarding what pages are accessed and when. Like many other websites, the Mallands Care Ltd website uses cookies.

'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service. For more information please see the section on Cookies.

When interacting with the Mallands Care Ltd office, either by phone, email or a face to face visit, we may collect information including but not to your name, address, email address and phone number. When entering into a business agreement with Mallands Care Ltd we may collect information including but not to your name, address, email address and phone number. Please note that sometimes we will require you to provide additional personal information, and sometimes sensitive personal information. When we do this, we will provide further information about why we are collecting your information and how we will use it.

## **HOW WILL MALLANDS CARE LTD USE THE INFORMATION IT COLLECTS ABOUT ME?**

Mallands Care Ltd will use your personal information for a number of purposes including, but not limited to, the following:

- To provide our services, activities or online content, to provide you with information about them and to deal with your requests and enquiries;
- To provide you with the most user-friendly online navigation experience;
- We may also show you relevant advertising on third party sites where you have agreed to this;
- To contact you about a submission you have made;
- To use IP addresses and device identifiers to identify the location of users, to block disruptive use, to establish the number of visits from different countries, and to determine whether you are accessing our services from the UK or not.

- For analysis and research purposes so that we may improve the services offered by Mallands Care Ltd . This can include using geo-demographic information from external sources, where this helps us ensure we are providing the best service possible;
- We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes;

Where Mallands Care Ltd proposes using your personal information for any other uses we will ensure that we notify you first. Please see the section on Changes to Mallands Care Ltd's Privacy and Cookies Policy for details.

#### **WHEN WILL MALLANDS CARE LTD CONTACT ME?**

General contact

We may contact you in relation to any contact or enquiry that you submit to us when using our website and online services. This also relates to any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

Contact for marketing purposes?

Mallands Care Ltd will only send you marketing emails where you have agreed to this. We offer regular emails and bulletins to let you know about Mallands Care Ltd news and services. We may personalise the message content based upon any information you have provided to us previously and your business type.

We may use information which we hold about you to show you relevant advertising on third party sites (e.g. Facebook, Google, Instagram, Snapchat and Twitter). If you don't want to be shown targeted advertising messages from Mallands Care Ltd, some third party sites allow you to request not to see messages from specific advertisers on that site in future.

#### **WILL MALLANDS CARE LTD SHARE MY PERSONAL INFORMATION WITH ANYONE ELSE?**

We will keep your information within Mallands Care Ltd except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies) or as described in this section and the section concerning Offensive or Inappropriate Content.

Generally, we will use your information within Mallands Care Ltd and will only share it outside Mallands Care Ltd where you have requested it or given your consent. However, we may share with third party sites (e.g. Facebook, Google, Instagram and Twitter) some data, with appropriate security measures, to show you relevant advertising on third party sites, as set out above. Sometimes Mallands Care Ltd uses third parties to process your information on our behalf, for example to provide analysis.

Mallands Care Ltd requires these third parties to comply strictly with its instructions and Mallands Care Ltd requires that they do not use your personal information for their own business purposes, unless you have explicitly consented to the use of your personal information in this way.

#### **OFFENSIVE OR INAPPROPRIATE CONTENT SENT TO MALLANDS CARE LTD**

If you post or send content which may reasonably be deemed to be offensive, inappropriate or objectionable anywhere on or to Mallands Care Ltd websites, social media or communications channels, Mallands Care Ltd may remove such content.

Where Mallands Care Ltd reasonably believes that you are or may be in breach of any applicable laws, for example on hate speech, Mallands Care Ltd may disclose your personal information to relevant third parties, including to law enforcement agencies or your internet provider. Mallands Care Ltd would only do so in circumstances where such disclosure is permitted under applicable laws, including data protection law.

#### **WHAT IF I AM AGED UNDER 18?**

If you are aged 18 or under, please get your parent or guardian's permission before you submit any personal information to Mallands Care Ltd when using our website and online services. This also relates to any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

#### **HOW LONG WILL MALLANDS CARE LTD KEEP MY INFORMATION?**

We will hold your personal information on our systems for as long as is necessary for undertaking of the relevant activity, or as long as is set out in any relevant contract you hold with Mallands Care Ltd.

#### **CAN I REQUEST THAT MY DATA BE DELETED?**

Please see the section on finding out what data Mallands Care Ltd holds about you.

#### **CAN I FIND OUT WHAT DATA MALLANDS CARE LTD HOLDS ABOUT ME?**

Under the Data Protection Act/General Data Protection Regulation you have the right to request a copy of the personal information Mallands Care Ltd holds about you and to have any inaccuracies corrected or your data deleted. We require you to prove your identity with 2 pieces of approved identification. We will use reasonable efforts consistent with our legal duty to supply, correct or delete personal

information about you on our files. Please address requests and questions about this or any other question about this Privacy and Cookies Policy to the Data Manager, Mallands Care Ltd, Parkland House, Barley Lane, Exeter, EX4 1TA or email enquiries@mallands.co.uk.

We will need two copies of forms of identification, which can be:

Passport  
Driving licence  
Birth certificate  
Utility bill (from last 3 months)  
Current vehicle registration document  
Bank statement (from last 3 months).

## **COOKIES**

What is a Cookie?

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a "device") web browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your web browser if your browser's preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked. If you continue without changing your settings, we'll assume that you are happy to receive all cookies on the Mallands Care Ltd website. However, you can change your cookie settings at any time. Please note that cookies can't harm your computer. We don't store personally identifiable information in cookies we create, but we do use encrypted information gathered from them to help improve your experience of the site. For example, they help us to identify and resolve errors. During the course of any visit to the Mallands Care Ltd website, the pages you see, along with a cookie, are downloaded to your device. Many websites do this, because cookies enable website publishers to do useful things like find out whether the device (and probably its user) has visited the website before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit.

How does Mallands Care Ltd use cookies?

Information supplied by cookies can help us to understand the profile of our visitors and help us to provide you with a better user experience. For example, if on a previous visit you went to our Career pages, we might find this out from your cookie and relevant information on your second and subsequent visits. Mallands Care Ltd uses this type of information to help improve the services it provides to its users. Please note that during your visits to Mallands Care Ltd websites you may notice some cookies that are not related to Mallands Care Ltd or our contractors. To enhance the user experience, we sometimes embed content from social media and other third party websites. These may include YouTube, Twitter, Facebook, SoundCloud, Vine, Instagram, Pinterest and Flickr. As a result, when you visit a page containing such content, you may be presented with cookies from these websites and these third party cookies may track your use of the Mallands Care Ltd website. Mallands Care Ltd does not control the dissemination of these cookies and you should check the relevant third party's website for more information. If you continue without changing your settings, we'll assume that you are happy to receive all cookies on the Mallands Care Ltd website. Where Mallands Care Ltd embeds content from social media and other third party websites, some websites may use Google Analytics to collect data about user behaviour for their own purposes. Mallands Care Ltd does not control this. For more information, see the Google webpage "How Google uses data when you use our partners' sites or apps".

Other information collected from web browsers

Your web browser may also provide Mallands Care Ltd with information about your device, such as an IP address and details about the browser that you are using. We use information provided by your browser or by the link that you have clicked to understand the webpage that directed you to Mallands Care Ltd and this may be captured by performance cookies. If you have any concerns about the way that we use cookies or respect your settings, then please contact enquiries@mallands.co.uk.

## **DO NOT TRACK BROWSER SETTINGS**

Do not track (DNT) is a feature offered by some browsers, with some newer browsers offering it as default. If you enable it, it sends a signal to websites to request that your browsing isn't tracked, for example by third party ad or social networks, or analytic companies. At present no industry-wide uniform standard has been agreed and adopted to determine how DNT requests should be managed, so our website doesn't currently respond to DNT requests. Until that standard is established, we'll continue to review DNT and other new technologies, but won't respond to DNT requests. We're giving you this information to comply with recent legislation, and to ensure that we are honest and clear about your privacy when using our website.

## **CHANGES TO MALLANDS CARE'S PRIVACY AND COOKIES NOTICE**

This Privacy and Cookies Notice may be updated from time to time so you may wish to check it each time you submit personal information to Mallands Care Ltd. The date of the most recent revisions will appear on this page. If you do not agree to these changes, please do not continue to use the Mallands Care Ltd websites to submit personal information to us. If material changes are made to the Privacy and Cookies Notice, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including, for certain services, email notification of Privacy Notice changes). Date amended: October 2018

## **CONTACTING MALLANDS CARE LTD ABOUT THIS PRIVACY AND COOKIES NOTICE**

If you any questions or comments about this Privacy and Cookies Notice please contact:

Data Manager

Mallands Care Ltd  
Address: Mallands Care Ltd, Odle Hill, Abbotskerswell, Newton Abbot, TQ12 5NL  
Email: [enquiries@mallands.co.uk](mailto:enquiries@mallands.co.uk)