

# The Abbeyfield St Albans Society

## Privacy notice

We are committed to protecting and respecting your privacy when dealing with your personal information.

This privacy notice provides details about the information we collect about you, how we use it, how we protect it, and who we share it with, when you visit our website or use the links on our website to contact us. It also provides information about your rights under Data Protection Law.

If you have any questions, concerns or requests about your data, please do get in touch with us at [post@abbeyfieldstalbans.co.uk](mailto:post@abbeyfieldstalbans.co.uk) or on 01727 863327.

We're registered as a Data Controller with the Information Commissioners Office, registration number Z7469831.

### **What information is collected from you, how do we collect it and how is it used?**

- When you browse our website, our website provider automatically receives your computer's internet protocol (IP) address and information regarding what pages you are accessing.

This information is not processed for any purpose and is deleted when you leave our website.

- Your name, email address and telephone number is collected when you contact us using any of the email links provided on our website to make an enquiry, for example, when you contact us about our home and services, or volunteering.

We use this information to respond to the enquiry that you have made and it is kept only for the period it takes us to respond to your enquiry in full.

The lawful basis for collecting this information is: For the purposes of the **Legitimate Interest** of the Society

## Sharing your information

Our only business is to provide residential care for older people. We do not sell or rent your information to third parties and we do not share your information with third parties for marketing purposes.

## Third parties

Our website is hosted and managed by Deansway Design which is located within the UK.

## Keeping your information safe

When you contact us through the links on our website, the details you provide are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Once we receive your information, we have appropriate technical and organisational measures in place to ensure its security on our systems.

Your information is kept for no longer than is reasonably necessary to respond to your initial or subsequent enquiries and will be kept for no longer than 6 months.

## Use of 'cookies'

Our site uses session cookies to enhance your visit to our website. We do not use web beacons or any tracking cookies, and two of the three cookies expire when you end the browsing session.

The cookies we use are:

First Party Cookies				
Domain	Name	Value	Expires On	Purpose
www.abbeyfieldstalbens	PHPSESSID	ulcv32mamkaqon3ll6cb...	session	This cookie is used for a variety of purposes, including tracking when you're logged in and passing information between pages.  As a session cookie it will disappear when the browser is closed or after around 90 minutes of inactivity.
Third Party Cookies				
Domain	Name	Value	Expires on	Purpose
.carehome.co.uk	incap_ses_766_1339251	7WlzfZ0ejRi+DOntdWGh...	Session	To provide fire wall protection to carehome.co.uk via Imperva Incapsula security.

				As a session cookie it will disappear when the browser is closed or after around 90 minutes of inactivity.
.carehome.co.uk	visid_incap_1339251	u3PqpAlpRmK8ItYmUT8z..	1 year	This cookie is used by carehome.co.uk to monitor information relating to your computer as well as your activity to report collated information to care homes advertisers, it preserves user states across page requests.

For information about cookies, click on the **‘More information’** box at the top of our Home Page when you first visit our website or visit [www.allaboutcookies.org](http://www.allaboutcookies.org). This page also explains how to manage your cookie preferences.

## Your rights are...

Data protection law gives you rights to help you understand and control how personal data about you is used. This section explains what these rights are and what we have in place to help you exercise them.

- **You have the right to have a clear explanation of how we process your personal data.** We hope that’s what we have achieved with this privacy information!
- **You have the right to ask us;**
  - **Whether we are processing your personal data?** Yes, if you’ve contacted us through the links on our website.
  - **Why we are processing your personal data?** To respond to your enquiry or question.
  - **What categories of your personal data we are processing and under what lawful basis we are processing that data?** We process your name and contact details. We have a legitimate interest to answer your enquiry, whether it is to tell you about the volunteering opportunities we have, or to answer your questions about the care and services we offer
  - **Whether your data is being sent outside the EU?** No, we are based in the UK and so are the people that manage and host our website.
  - **The names of any other Data Controllers your data has been passed to?** We do not pass your data onto anyone.
  - **How long we are keeping your data and why?** We keep your personal data for as long as it is reasonable to respond to your enquiry in full
  - **For a copy of your data that we are processing.**

If you would like a copy of your data that we are processing or further information on the questions above, you can call us on 01727 863327 or email: [post@abbeyfieldstalbans.co.uk](mailto:post@abbeyfieldstalbans.co.uk)

- **You have the right to ask us to stop processing your personal data for direct marketing purposes.** We do not use your personal data for direct marketing purposes.

- **You have the right to have the data you have sent us via the links on our website erased from our systems and files**
- **You can limit how your personal data is used by us.** We will only use the personal data you have sent us through the links on our website to respond to your enquiry.
- **You have the right to query automated decision making.** We don't do any automated decision-making or automated profiling.
- **The right to take some of your data elsewhere if we process it using a computer – this is called 'portability'.** We will send in a secure manner, the data we have about you that is stored on our computer (rather than information we hold only as paper copy) to others on your request.
- **The right to ask us to update or correct any of your personal data we have.** If any of the data we hold on you is inaccurate or out of date, please let us know so that we can correct it as quickly as possible

**If you would like more information about how we process your personal data, your rights, or anything else in this privacy notice, please let us know by calling us on 01727 863327 or email [post@abbeyfieldstalbens.co.uk](mailto:post@abbeyfieldstalbens.co.uk)**

## **Changes to this Privacy Notice**

We keep this Privacy Notice under regular review and may change it from time to time, so please check this page occasionally to ensure that you are familiar with it.

This privacy notice was last updated on 25.10.18.