

Privacy and Cookies

This privacy policy applies between you, the user of this website and CaringLink-Telecare Alarms, the provider of this website. CaringLink-Telecare Alarms takes the privacy of your information very seriously. This privacy policy applies to our use of any and all data collected by us or provided by you in relation to your use of the website. **Please read this privacy policy carefully.**

Definitions and interpretation

1. In this privacy policy, the following definitions are used:

Data	Collectively all information that you submit to CaringLink-Telecare Alarms via the website. This definition incorporates, where applicable, the definitions provided in the Data Protection Act 1998;
Cookies	A small text file placed on your computer by this website when you visit certain parts of the website and/or when you use certain features of the website;
CaringLink-Telecare Alarms, we or us	CaringLink-Telecare Alarms of 21 Bettina Crescent, Banbury, Oxon, OX16 1FH;
UK and EU Cookie Law	The Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;
User or you	Any third party that accesses the website and is not either (i) employed by CaringLink-Telecare Alarms and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to CaringLink-Telecare Alarms and accessing the website in connection with the provision of such services; and
Website	The website that you are currently using, www.caringlink.co.uk , and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation:
 - a. The singular includes the plural and vice versa;
 - b. References to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
 - c. A reference to a person includes firms, companies, government entities, trusts and partnerships;
 - d. “including” is understood to mean “including without limitations”;
 - e. Reference to any statutory provision includes any modification or amendment of it;
 - f. The headings and sub-headings do not form part of this privacy policy.

Scope of this privacy policy

3. This privacy policy applies only to the actions of CaringLink-Telecare Alarms and users with respect to this website. It does not extend to any websites that can be accessed from this website including, but not limited to, any links we may provide to social media sites.

Data collected

4. We may collect the following data, which includes personal/sensitive/financial data, from you:
 - a. Name;
 - b. Date of Birth;
 - c. Medical history;
 - d. Financial details (for service payments);
 - e. Job Title;
 - f. Contact information such as email addresses and telephone numbers;
 - g. Demographic information such as postcode, preferences and interests;
 - h. IP address (automatically collected);
 - i. Web browser type and version (automatically collected);
 - j. Operating system (automatically collected);

in each case, in accordance with this privacy policy.

Collection of your (personal/sensitive/financial data helps us determine what type of assistance you may require in times of emergencies. Without collecting this data, we are unable to deliver an adequate, comprehensive or effective emergency service.

Our use of data

5. For purposes of the Data Protection Act 1998, CaringLink-Telecare Alarms is the “data controller”.
6. We will retain any data you submit for 12 months (if no service is acquired).
7. Personal/sensitive/financial data shall be kept for no longer than is necessary for the purposes for which it is being processed (namely, if you acquire a CaringLink-Telecare Alarm service).

8. CaringLink-Telecare Alarms has statutory obligations to collect, process and share personal/sensitive data with our partners such as the NHS, Dept. of Health and law enforcement agencies for the following purposes:
 - a. your health and wellbeing;
 - b. safeguarding of vulnerable adults;
 - c. if we are required to do so by any court of law;
 - d. protect you or other individuals from serious harm;

9. We may also share your information with our partners in order to deliver the services you agreed to receive. We may share with:
 - a. Monitoring Centre
 - b. NHS (GP's, Hospital, Mental Health, OT's, Social Services etc.)
 - c. Voluntary sectors (where you have provided consent)
 - d. Domiciliary care providers

In most cases this will be done where there is a lawful consent set out in the Data Protection Legislation. Where we use third party service providers (in the delivery of a service), we disclose only the information that is necessary to deliver the service and we have a contract in place that requires them to keep your data secure, as required by the Data Protection Act 1998 and General Data Protection Regulation 2016 (GDRP), and not to use it for any other purpose.

10. All personal data is stored securely and in compliance with the principles of the Data Protection Act 1998 and GDPR. For more details on security see the clause below (Security).

Third party websites and services

11. CaringLink-Telecare Alarms may, from time to time, employ the service of other parties for dealing with certain processes necessary for the operation of the website. The providers of such services do not have access to personal data provided by users of the website.

Links to other websites

12. This website may, from time to time, provide links to other websites. We have no control over these websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

Changes of business ownership and control

13. CaringLink-Telecare Alarms may, from time to time, expand or reduce our business and this may involve the sale and/or transfer of control of all or part of CaringLink-Telecare Alarms. Data provided by users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the data for the purposes for which it was originally supplied to use.

14. We may disclose data to a prospective purchaser of our business or any part of it.

15. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

Functionality of the website

16. To use all features and functions available on the website, you may be required to submit certain data.

17. You may restrict your internet browser's use of cookies. For more information see the clause below (Cookies).

Accessing/Updating/Deleting your own data

18. You have the right to apply for a copy of data about yourself. This is called a 'Subject Access Request'. You can request a copy of your data via the contact details below. You will not normally pay a fee, but we may charge a reasonable sum if your request is unfounded, repetitive or excessive. Alternatively, we may refuse your request in these circumstances or if the data requested includes data identifying others. All legitimate requests will be responded to within one month.

19. The accuracy of your data is important to us and we strive to keep it up to date. Should your information/circumstances change or any other information we hold is inaccurate, please inform us via the contact details below.

CaringLink-Telecare Alarms
Data Protection Officer
21 Bettina Crescent
Banbury
Oxon
OX16 1FH
Email: contactus@caringlink.co.uk
Tel: 01295 521057

Security

20. Data security is of great importance to CaringLink-Telecare Alarms and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure data collected via this website. Our security measures include
- a. We encrypt all electronic devices;
 - b. All transmitted data is encrypted;
 - c. Data is held no longer than necessary and disposed of securely;
 - d. Staff training in data protection;
 - e. Access to your data is given to only those who need to know and where it is necessary in the delivery of our services
21. If password access is required for certain parts of the website, you are responsible for keeping this password confidential.
22. We endeavour to do our best to protect your personal data. However, transmission of information over the internet is not entirely secure and is done at your own risk. We cannot ensure the security of your data transmitted to the website.

Information Commissioner's Office

The Information Commissioner is the UK's independent body set up to uphold information rights.

If you have concerns regarding our privacy practices you may contact the Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 or 01625 545 745

Email: casework@ico.org.uk

Cookies

23. This website may place and access certain cookies on your computer.
CaringLink-Telecare Alarms uses cookies to improve your experience of using the website and to improve our range of services.
24. All cookies used by this website are used in accordance with current UK and EU Cookie Law.
25. You can choose to enable or disable cookies in your internet browser. By default, most internet browsers accept cookies, but this can be changed. For further details, please consult the help menu in your internet browser.
26. You can choose to delete cookies at any time; however, you may lose any information that enables you to access the website more quickly and efficiently including, but not limited to, personalization settings.
27. It is recommended that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

Changes to this privacy policy

28. CaringLink-Telecare Alarms reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the website and you are deemed to have accepted the terms of the privacy policy on your first use of the website following the alterations.

You may contact CaringLink-Telecare Alarms by email at contactus@caringlink.co.uk

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