



# Website Privacy Notice

Nower House  
Coldharbour Lane  
DORKING • Surrey  
RH4 3BL

01306-882 844

BP:063|EGP.03|U:43222



## Website Privacy Notice

This Privacy Policy sets out how Nower Care uses and protects any information that you give when you use this website. Nower Care is committed to ensuring that your privacy is protected. Should you decide 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. Nower Care may change this policy from time-to-time to meet changing circumstances or Legislation by updating this page.

This policy is effective as from May 2018.

### Nower Care

Nower Care is the registered business name of Dorking Residential Care Homes Limited (DRCH). DRCH trades from Nower House and is registered as a charitable society under the Co-operative and Community Benefit Societies Act 2014.

Register No: 13238 - Registered Office: Nower House, Coldharbour Lane, Dorking, Surrey. RH4 3BL

Nower Care is a Residential Care Home registered with the CQC as providing 'personal care only' and is also registered with the *Information Commissioner's Office (ICO)*.

### Your Personal Information

Having completed the message email or Brochure request we could collect or surmise the following personal information (and Personal Information Category [PIC]) when you request a brochure or contact us via this site:

Name	(PIC - Identifying)
Contact details	(PIC - Contact)
Gender ( <i>surmised from any supplied title</i> )	(PIC - Gender)

Although not requested the content of previous similar contacts have also sometimes provided the following personal information:

Dates of birth	(PIC - Demographic)
Medical history including medication	(PIC - Medical & Health)
Preferences and interests	(PIC - Preference)
Next-of-Kin contact details	(PIC - Family)

The following technical information will be collected by our website hosting company but will not be shared with us:

- IP address (automatically collected)
- Web browser type and version (automatically collected)
- Operating system (automatically collected)
- A list of URLs starting with a referring site, your activity on this Web Site, and the site you exit to (automatically collected)
- Cookie information

### The Way We Use Information

We only use the information you provide about yourself to reply to any query email we receive or to send a Brochure as requested. Such contact details are not used for any other purpose and are not shared with outside parties. In the simplest terms, when you use the top [TABS] to email us a message/query or request a Brochure, I will receive an email with the exact details you have provided. As soon as I receive the email I will then either:

- Contact you by Phone, email or by Post as requested to answer your query - or
- Address an envelope with the contact details provided, enclose a Brochure, stamp it and post it 1<sup>st</sup> class, ASAP.
- The supplied email will only be saved with other similar emails, and the data in it will not be extracted or entered onto any other system. The original email will be destroyed after 6 months.

Nower Care will not use any of the personal and contact information provided for marketing purposes and will not pass on this information to anyone outside our organisation, except if required to do so by law or upon your request. All personal Data is stored securely in accordance with the principles of the Data Protection Act 1998.

## How To Contact Us With Any Concerns

Any questions or concerns about these privacy policies, please call Chris Horwood (General Manager) on 01306 740 076 or send an email via the Email [TAB] on this Website.

## Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Our website company uses traffic log cookies to identify which pages are being used. This helps them analyse data about our webpage traffic and improve our website in order to tailor it our customer needs. They only use this information for statistical analysis purposes and then the data is removed from their system. Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not.

A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## Links to other Websites

Our website contains links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Security

Nower Care 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 online.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to:

Nower Care • Nower House • Coldharbour Lane • Dorking • Surrey • RH4 3BL

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.