

<b>Continuity of Care Services Limited</b>	<b>POLICY NO: 057</b>	
	<b>Next Review Date:</b>	<b>March 2022</b>
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<b>Privacy Policy</b>		





Continuity of Care Services privacy statement sets out the purpose of data collection, the types of information collected and the scope and limitation of data processing. It shall outline our business' practices in relation to the collection, storage and use of personal data gathered.

When employees, service users & their families and healthcare providers & organisations; NHS – Continuing Health Care - Kent County Council use our services, they are trusting us with their information. Continuity of Care Services understand that this is a big responsibility, and we work hard to protect your information and put you in control.

Our vision at Continuity of Care Services is to help you understand how we use and protect the data you provide to us when you visit and use [www.continuitycareservices.co.uk](http://www.continuitycareservices.co.uk). We reserve the right to change this policy at any given time, of which you will be promptly updated. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page.






### **What User Data We Collect**

When you visit the website, we may collect the following data:

-  Your IP address.
-  Your contact information and email address.
-  Other information such as;
  - ✓ Name
  - ✓ Address
  - ✓ Email
  - ✓ Phone number
  - ✓ Age
  - ✓ Sex
  - ✓ Marital status
  - ✓ Race
  - ✓ Nationality
  - ✓ Religious beliefs
-  Data profile regarding your online use on our website.

### **Why We Collect Your Data**

We are collecting your data for several reasons:

-  To better understand your needs.
-  To improve our services and products.
-  To send you promotional emails containing the information we think you will find interesting.
-  To contact you to fill out surveys and participate in other types of market research.
-  To customise our website according to online behaviour and personal preferences.

### **Safeguarding and Securing the Data**

Continuity of Care Services is committed to securing your data and keeping it confidential. Continuity of Care Services has done all in its power to prevent data theft, unauthorized access, and disclosure by implementing the latest technologies and software, which help us safeguard all the information we collect online.

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### **Our Cookie Policy**

Once you agree to allow our website to use cookies, you also agree to use the data it collects regarding your online activity. The data we collect by using cookies is used to customise our website to your needs. After we use the data for statistical analysis, the data is completely removed from our systems. Please note that cookies do not allow us to gain control of your computer in any way. They are strictly used to monitor which pages you find useful and which you do not so that we can provide a better experience for you. If you want to disable cookies, you can do it by accessing the settings of your internet browser.

Our website contains links that lead to other websites. Visiting those websites is not governed by this privacy policy agreement. Make sure to read the privacy policy documentation of the website you go to from our website.

### **Restricting the Collection of your Personal Data**

At some point, you might wish to restrict the use and collection of your personal data. You can achieve this by contacting us via email and we will be more than happy to change this for you. Continuity of Care Services will not lease, sell or distribute your personal information to any third parties, unless we have your permission. We might do so if the law forces us. Your personal information will be used when we need to send you promotional materials if you agree to this privacy policy.

### **Appointment of Officers**

Continuity of Care Services have appointed Chloe Roberts – Head of GDPR to maintain the privacy of your information and we are registered with the ICO; Information Commissioner’s Office.