

Executive Homecare Services Ltd (EHS) - Privacy Notice

This is EHS's core privacy notice. It explains the organisation's approach to collecting and using personal information (any information which relates to or identifies an individual) about people we interact with. It also supplements more specific information you may have been given (a privacy notice or statement) when engaging with a service, facility, event or initiative run by the organisation.

The information below is the same for all the organisation's activities where personal information is collected, so we thought it would be helpful to have it in one place that you can refer to and revisit whenever you need.

Who are we?

EHS (Executive Homecare Services Ltd) is a caring family run business based in Liverpool, Merseyside. We provide Domiciliary Care Services to clients who require long or short-term support at home.

Why are we processing your personal information?

EHS Ltd. is the sole owner of any personal information collected on this site. We will not sell, share, or rent this information to any others. EHS Ltd. collects information from our customer and employees at different points to support our product offering to our clients.

Legal/Lawful basis:

We can only process (collect, use, store etc) your personal information if one of the following applies:

We need your personal information to provide a service as part of a contract (for example, to enable you/us to fulfil your/our obligations under an employment contract). Note that in English law 'contracts' are not limited to those in writing, so this justification may also cover less formal agreements between you and the organisation.

We need your personal information to perform those functions that are in the public interest. Our official functions may derive from legislation. This justification also covers situations where we need to share information with other organisations in order for them to carry out their official functions (for example, taxation, reporting crimes, preventive and occupational medicine).

We need your personal information to comply with a legal obligation to which we are subject (for example, providing data about our staff to statutory bodies).

We need your personal information for a legitimate interest of the organisation or a third party, provided that interest is not overridden by your interests and rights (for example, we may need to process your information to protect our network and information security).

Note this justification cannot be used when we are carrying out our official functions.

We need your personal information to protect somebody's life (a vital interest). You provide consent for us to process your personal information, based on clear and specific information, with a genuine choice (without any pressure), and the ability to change your mind at any time.

How do we use your personal information?

Only employees of EHS Ltd. who require information to perform a specific job are granted access to personal information. If you have any questions about the security on this website, you can send an email to us by using the Contact Us button on the Home page.

We will generally use your personal information to provide you with the services, products or information you have requested from us. We may need to share your information with our service providers for these purposes, but we will ensure that appropriate contracts with these parties are in place and they only process your information in accordance with our instructions and data protection legislation.

What are your rights?

By law, you have certain rights over your personal information:

To receive a copy of your information

To ask us to correct any errors

To delete it once we no longer need it

To ask us to stop using your information in a certain way

To ask for certain information in a portable, electronic format

To object to certain uses of your information (for example, marketing and automatic profiling or decision making)

Do we carry out marketing?

If you register an interest with the organisation or through one of our service providers, you may be asked to opt-in to receive marketing communications. This is done at the point where your personal information is first collected.

Within any marketing communications, you will be provided with a simple and transparent way to unsubscribe. Any changes you request to how your personal information is processed for the purposes of marketing and/or the provision of service updates will be acted on promptly.

Do we use 'cookies'?

Cookies are text files, which identify a user's computer to our servers. Cookies in themselves do not identify the individual user, just the computer used. Our website uses cookies for collecting user information which may include IP address, operating system and browser information.

Information on controlling or rejecting cookies is available from several websites, such as <http://www.aboutcookies.org>. Most browsers allow you to refuse cookies – see the help section of your browser's toolbar for further information.

How long do we keep your information for?

Unless stated otherwise in a privacy notice, we will keep your information based on the periods or criteria specified in the organisation's Records and Data Retention Schedule.

Will changes be made to this privacy notice?

We keep our privacy notice under regular review and we will place any updates on this web page. This privacy notice was last updated on 25 May 2018.

How can you contact us or make a complaint to the regulator?

To contact us about our privacy notice or information we hold about you, please write to the organisation's Data Protection Officer, Jackie Griffiths:

by email – jackie@executivehomecareservices.com

or by post –

Information Compliance

Executive Homecare Services Ltd.

62 St Mary's Road

Liverpool

Merseyside

L19 2JD

If you don't feel we have dealt with your request appropriately, you can complain to the Information Commissioner's Office.