

Cheltonian Care (UK) Ltd. Privacy Policy

Cheltonian Care (UK) Ltd. trades as Cedar Lodge Care Home. This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

Cheltonian Care (UK) Ltd. collects the following data:

- Personal identification information (Name, email address, phone number).
- Technical data including your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

How do we collect your data?

You directly provide Cheltonian Care (UK) Ltd. with most of the data we collect. We collect data and process data when you:

- Register your details via the query form on our website's Contact Page.
- Use or view our website via your browser's cookies.

How will we use your data?

Cheltonian Care (UK) Ltd. collects your data so that we can:

- Answer your enquiries
- Email you with special offers on products and services we think you might like.

If you agree, Cheltonian Care (UK) Ltd. will share your data with our partner company so that they may offer you their products and services.

- Briarlea Care & Supported Living.

How do we store your data?

Cheltonian Care (UK) Ltd. securely stores your data at Cedar Lodge Care Home, Main Street, Offenham, Evesham, Worcestershire, WR11 8RL.

Cheltonian Care (UK) Ltd. will keep your personal identification and technical data for 24 months. Once this time period has expired, we will delete your data automatically.

Marketing

Cheltonian Care (UK) Ltd. would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies listed below.

- Briarlea Care & Supported Living Ltd.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Cheltonian Care (UK) Ltd. from contacting you for marketing purposes or giving your data to other members of our partner companies.

If you no longer wish to be contacted for marketing purposes, please email info@cedarlodgecarehome.com

What are your data protection rights?

Cheltonian Care (UK) Ltd. would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Cheltonian Care (UK) Ltd. for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Cheltonian Care (UK) Ltd. correct any information you believe is inaccurate. You also have the right to request Cheltonian Care (UK) Ltd. to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Cheltonian Care (UK) Ltd. erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Cheltonian Care (UK) Ltd. restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Cheltonian Care (UK) Ltd. processing your personal data, under certain conditions.

The right to data portability – You have the right to request that Cheltonian Care (UK) Ltd. transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: info@cedarlodgecarehome.com

Call us at: 01386 446 871

Or write to us: Cedar Lodge Care Home, Main Street, Offenham, Evesham, Worcestershire, WR11 8RL.

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

Cheltonian Care (UK) Ltd. uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website

We also use retargeting cookies so that we may serve advertising to you after you have left our site. We work with third parties who may place cookies on your web browser to enable us (and other advertisers) to serve you with advertising based on your search activity. We may use the following companies for cookie-based retargeting advertising: Google, Inc.

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Cheltonian Care (UK) Ltd. uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising (Retargeting)** – Cheltonian Care (UK) Ltd. uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Cheltonian Care (UK) Ltd. sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the below website tells you how to remove cookies from your browser:

allaboutcookies.org.

However, in a few cases, some of our website features may not function as a result. If you would like to opt out of specific cookies, you can do so below:

Google Analytics: <https://tools.google.com/dlpage/gaoptout>

Google Ads: <https://adssettings.google.com/authenticated>

Privacy policies of other websites

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Cheltonian Care (UK) Ltd. keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 12 May 2021.

How to contact us

If you have any questions about Cheltonian Care (UK) Ltd. privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@cedarlodgecarehome.com

Call us: 01386 446 871

Or write to us at: Cedar Lodge Care Home, Main Street, Offenham, Evesham, Worcestershire, WR11 8RL.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Cheltonian Care (UK) Ltd. has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: <https://www.ico.org.uk>

Helpline number: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF