

Laxton Hall Privacy Policy

Who is Laxton Hall?

Laxton Hall is owned and managed by P.C.M. Housing Association Ltd a Registered under the Industrial and Provident Societies Act 1965, Register No 17061. Details of Laxton Hall can be found in our Statement of Purpose and Service User Guide on the website.

The registered office address for all correspondence is: Laxton Hall, Corby, Northants, NN17 3AU, Telephone: 01780 444292.

What is the purpose of this Privacy Policy Statement?

Laxton Hall is committed to protecting and respecting your privacy, and this Privacy Policy Statement explains when and why we collect personal information about people who visit our websites, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We managed 3 privacy policy statements in relation to:

- Delivery of Care
- Referrals & Assessments
- Employees

By using our website, you are agreeing to be bound by this Privacy Policy Statement, which may be changed from time-to-time and you will be asked to confirm your acceptance in order to proceed.

Any questions regarding this Privacy Policy Statement and our privacy practices should be sent by email to: teresa@pcmew.org

You may also contact us by mail by writing to: Laxton Hall, Corby, Northants, NN17 3AU

How do we collect information from you?

We get information about you when you use our website or contact us, for example, when you use a contact form, visit our website, make a referral etc.

What type of information do we collect from you?

- Information you voluntarily provide to us: When you send us an email, use a contact form on our websites, make a referral to us, make an enquiry with us, e mail us etc. That information may include your name, physical address, email address, IP address, phone number, as well as details including your location, and other

personal information. By giving us this information, you consent to this information being collected, used, as described in this Privacy Policy Statement.

- Information we collect automatically: When you use or browse one of our websites, we may collect information about your visit to our websites and your web browsing. That information may include your IP address, your operating system, your browser ID, your browsing activity, and other information about how you interacted with our websites or other websites. We may collect this information as a part of log files as well as through the use of cookies or other tracking technologies. Our use of cookies and other tracking technologies is discussed more below, and in more detail in our Cookie Statement.

How is this information used?

This information is used to:

- Carry out our obligations arising from any contracts entered into by you and us.
- Respond to an enquiry you have made about the organization and its services via our websites.

We review our retention periods for personal information on a regular basis as part of our Data Protection policy. A copy of which may be requested by contacting:

teresa@pcmew.org

We are legally required to hold some types of information to fulfil our statutory obligations (for example personal details of next of kin for residents' families). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

Access to data is only on a 'need to know' basis within Laxton Hall and/or P.C.M. Housing Association Ltd.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf:

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example local authorities, social workers, district nurses, occupational health, GP etc). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver

the service and we require them to keep your information secure and not to use it for their own direct marketing purposes. We will not release your information to third parties unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime. See Privacy Notices for further details.

What are your choices?

You have a choice about whether or not you wish to receive information from us.

We will not contact you for marketing purposes by email, phone, post or text message unless you have given your prior consent. You can change your marketing preferences at any time by contacting us by email: teresa@pcmew.org.uk

How do you access and update your information with us?

We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at:

teresa@pcmew.org.uk

You have the right to ask for a copy of the information Laxton Hall holds about you. Please contact the Registered Manager for this information's: Sister Teresa Sabok, teresa@pcmew.org or 01780 444292.

We will give you access to any personal information we hold within one month of any request for information, starting from when we have received all the information necessary to identify the Data Subject and fulfil the request. Individuals may request to access, correct, amend or delete information we hold. Unless it is prohibited by law or other statutory requirements we will remove or update your information.

We will not normally charge a fee, however, if the request is manifestly unfounded or excessive we may use its discretion to charge a reasonable fee. If this is the case the Data Subject will be promptly contacted.

Security precautions in place to protect the loss, misuse or alteration of your information. When you give us personal information, we take steps to ensure that it is treated securely. Any sensitive information is encrypted, and our Information Technology system is virus protected.

Non-sensitive details (your email address etc.) are transmitted normally over the internet and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we will do everything we can to ensure its security on our systems.

Links to other websites:

Our websites may contain links to other websites run by other organizations. This Privacy Policy Statement applies only to our websites, so we encourage you to read the Privacy Policy Statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under:

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Review of this Privacy Policy Statement:

We keep this Privacy Policy Statement under regular review – it was last updated in May 2018.