

PRIVACY POLICY

This privacy policy sets out how PNS Family Care Services Ltd uses and protects any information that you give to PNS Family Care Services Ltd when you use this website. PNS Family Care Services Ltd is, and always has been, committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website and other group websites then you can be assured that it will only be used in accordance with this privacy statement. For the purposes of the General Data Protection Regulation 2016 and the Data Protection Act 2018 and the regulations made under them (the DP Law), the data controller and data processor is PNS Family Care Services Ltd in relation to personal data as defined in the GDPR ("Personal Data").

Information we collect from you.

We will collect and process the following data about you:

Information you give us.

This is information about you that you give us by filling in forms on our site <http://www.pnscare.co.uk> and other group websites or by corresponding with us by phone, email, in person or other methods. It includes information you provide when enquiring about our services, and/or engaging us to provide services. The information you give us may include your name, address, email address and phone number or other specific information which is relevant to our services and our business relationship.

Information we collect about you.

Our policy is to collect no personal information about you when you visit the pnscare.co.uk, unless you affirmatively choose to make such information available to us. When you visit the pnscare.co.uk website, the web server automatically recognises and logs the Internet domain, the IP address from where you accessed the site, browser details, time details, files accessed, server response codes, operating system and platform. This information does not result in the identification of your personal email address or other personal information. This is done so that the content of the site can be improved, and your personal information is not identified. If you choose to share personal information, by such means as filling out a web form or emailing us with personal information, the information will not be disclosed to third parties, unless required by law or with your express permission.

How long we will hold the information.

We will hold the information for any processing required for any contract we have with you and for a reasonable period thereafter. We review personal information held on a periodic basis and delete information which we assess will no longer be required for any future dealings between you and us.

Security.

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure we have suitable procedures to safeguard and secure the information we collect online in place.

Cookie Policy.

This website and other Toucan Internet LLP group websites use cookies. These are small text files that are placed on your computer to help the site provide a better user experience. Cookies are used to retain user preferences, store information essential to function such as shopping carts, and provide anonymous data to third party applications like Google Analytics.

Cookies are used to make your browsing experience better. You have the option to disable cookies on this site and on all sites you visit by changing your browser settings. The most effective way to do this is to disable cookies in your browser and the help section of your particular browser will advise how this is done or take a look at guidance from the [Information Commissioner's Office](#).

Controlling your information.

If you have previously agreed to us using your information for direct marketing and customer service purposes, you may change your mind at any time by emailing us at admin@pnscore.co.uk.

Access to information and rectification.

PNS Family Care Services Ltd will not sell, distribute or lease your personal information to third parties unless we are required to do so by law. You may request details of personal information that we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please email admin@pnscore.co.uk. It is considered that any data collected from you via web forms completed on this website or other group websites is deemed "opt-in" with your permission to be stored in our marketing database. If you believe that any information PNS Family

Care Services Ltd is holding on you is incorrect or incomplete, email admin@pnscare.co.uk with details so records can be amended.

Changes to our privacy policy.

We will update this statement from time to time so we suggest that you review this statement at regular intervals. Where we undergo substantial changes to our privacy statement we will endeavour to inform you directly about these changes.

Complaints.

In the first instance please contact us directly at admin@pnscare.co.uk if you believe there has been any infringement of the DP Law as we should be able to rectify any complaint with you. You have the right to lodge a complaint with the relevant regulatory authority in the United Kingdom:

Information Commissioner's Office

<https://ico.org.uk/concerns/>

Address: Wycliffe House, Water Lane, Wilmslow. SK9 5AF

Phone: 0303 123 1113