**Privacy Policy**

Privacy Notice

This policy outlines how Rylands Nursing Home uses and protects any personal information about you during the enquiries process.

The information we collect and use

When you submit an enquiry or contact form, or phone one of the numbers on our website, we will begin processing the personal data that you provide to us. We will also process any personal data that you provide to us during follow-up contact.

If you, or your relative, decide to come and live at Rylands, your personal data will be processed in accordance with our Resident Privacy Notice.

If you enter the recruitment process, your personal data will be processed in accordance with our employee privacy notice.

How we use the information

If you, or your relative, are thinking about coming to live at Rylands, we will use the information you provide on the form as a means to contact you or your relative, this call will be made by the manager, at Rylands.

If you are enquiring about working at Rylands, we will use the information you provide to get in contact with you regarding our recruitment process.

If you have given us permission to contact you by email, we may follow up the initial contact with further emails about living or working in our care home. This is known as direct marketing. You can ask us to stop sending direct marketing at any time.

Who we share information with

We share your personal information with agencies with statutory powers, such as regulators, Government Bodies and the police if required. We will not share your personal information with anyone one else outside of the company.

Lawful basis for processing

Your consent is our lawful basis for processing personal data gathered through enquiries. You can withdraw your consent at any time by unsubscribing directing by contacting the Administrator on 02825892411. You will receive no further communication from us.

Automated decision-making

We do not undertake any automated decision making. We often use computers to help us manage parts of our business, but a human will always make any decisions that have an impact on individuals.

Cookies and Other Tracking Technologies.

Our website uses cookies to collect the following information

* Tracking data on how you use our website.

It does not include any personally identifying information about you or your location, and all data is collected in an anonymised form. For more information on this cookie, please click this link -<https://www.strategyand.pwc.com/global/home/cookie-information>

You can control how websites use cookies by configuring your browser's privacy settings (please refer to your browser's help function to learn more about cookie controls).

How long we keep information

Your enquiry will stay live on our system until it is resolved because you have told us you no longer wish to hear from us, you (or your relative) have moved into our home or you have entered the recruitment process.

We will keep statistical information that does not identify you indefinitely.

Your Rights

You have certain rights over your information, these are:

The right to be informed;

The right to access;

The right to rectification;

The right to erasure;

The right to restrict processing;

The right to data portability;

The right to object; and

Rights in relation to automated decision making and profiling.

Amendments to our Privacy Policy

Rylands Nursing Home may amend this policy from time to time. All future updates will be contained within this page.

Queries or concerns

Rylands Nursing Home is the data controller for personal information processed or processed on our behalf by other organisations. If you have a query or concern about how we use your information you can speak directly with our administrator by phone on 02825892411 or by email by [office@rylandsnursinghome.co.uk](mailto:office@rylandsnursinghome.co.uk) you also have the right to refer the matter to the Information Commissioner’s office (www.ico.org.uk).