

Privacy Policy

We fully respect the privacy of any individual entering or using this website. We are constantly monitoring and updating our security procedures, so you can be sure that your information is safe.

Security of information

Any personal information we hold will be securely protected in line with not only internal security measures, but also by the General Data Protection Regulations 2018 guidelines, which came into effect from 25th May 2018. Our security measures are updated regularly to ensure your personal information is not accessible to anyone other than Lyndhurst Lodge Residential Care Ltd.

Gathering of information

Lyndhurst Lodge Residential Care Ltd use this website to voluntarily gather useful information about the users. This information may include personal details such as name, email, age and other more purchase related questions. This information will only be used for internal purposes, to help us understand more about our customers and will not be sold or provided to any third parties.

Any information we ask for will be used purely for internal purposes, to improve our website, and our marketing. It also gives us useful research, so we can make improvements to our products and services to benefit our customers.

This policy outlines how Lyndhurst Lodge Residential Care Ltd 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 in our care home, 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 Staff Privacy Notice.

How we use the information

If you, or your relative, are thinking about coming to live in our care home, we will use the information you provide on the form to put you in contact the Registered Manager.

If you are enquiring about working for Lyndhurst Lodge Residential Care Ltd, we will use the information to direct you to the appropriate information about recruitment.

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

Who we share information with

We will share your personal information with other agencies with statutory powers, such as regulators and the police if required.

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 directly on direct marketing emails or by contacting the Registered Manager at Lyndhurst Lodge Residential Care Ltd. If you withdraw your consent, your information will be removed from our marketing lists and you will receive no further communications 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.

How long we keep information

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

Changing or deleting information

Any information we store will be as up to date as possible and will depend entirely on information provided to us by the user. We are happy to amend or delete information on any user should they themselves request.

Email

Lyndhurst Lodge Residential Care Ltd operate an opt-out strategy for email communication. Those who chose to interact with our website will be automatically added to our email list and will receive email communications from us regarding latest news and special offers from our company. This mailing list will be used solely by Lyndhurst Lodge Residential Care Ltd and will not be sold or passed to any third party. All our email communication offers an "opt-out" feature that allows you to remove your email address from our files at any time. You can always re-enter it when you want to start receiving information from us.

Cookies

"Cookies" are small bits of text that are either used for the duration of a session ("session cookies") or saved on a user's hard drive in order to identify that user, or information about that user, the next time the user logs on to a web site ("persistent cookies").

The Lyndhurst Lodge Residential Care Ltd web site does not use persistent cookies to store personal information. We may however use session cookies to provide streamlined navigation throughout our site and for statistical analysis. These session cookies are deleted from the server soon after your session ends and are not collected or saved. You can set up your Web browser to inform you when cookies are set or to prevent cookies from being set. You can still use our web site if you do not accept the cookies, but you may be unable to use certain cookie-dependent features.

Links

This website may contain "links" to other websites. We make every effort to only link to sites that share our high standards of privacy and service. Lyndhurst Lodge Residential Care Ltd cannot be responsible for the content on any website we link to.

Contact

Queries or concerns

Lyndhurst Lodge Residential Care Ltd is the data controller for personal information processed by Lyndhurst Lodge Residential Care Ltd. If you have a query or concern about how we use your information, you can speak to Lyndhurst Lodge Residential Care Ltd's Registered Manager. You also have the right to refer the matter to the Information Commissioner's Office (www.ico.org.uk)

If you have any questions about Lyndhurst Lodge Residential Care Ltd products, online privacy policies or procedures, please contact us at:

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Ashby De La Zouch,
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LE65 2LG

Phone: 01530 563007

Fax: 01530 563007

Email: lyndhurstlodge@btconnect.com

Lyndhurst Lodge Residential Care Ltd is a registered company in England.

Registration number 04774560

General Data Protection Regulations

Under the General Data Protection Regulations, which will become law in the UK on the 25th May 2018, you are also granted a number of additional rights. These include:

- The right to rectification
- The right to erasure
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

You can find out more about your rights at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/> (external site).