



Keswick Care Ltd

Notice: Privacy Notice – Website Contact and Complaints Forms

In line with current legislation:

- EU General Data Protection Regulation (GDPR) 2016 (Implementation May 25th 2018)

Date: 05/18

Review: 04/19

Author: Keswick Care

Approved: Managing Director Gemma Spinks



Internal Use Only

1. Scope

All data subjects whose personal data is collected, in line with the requirements of the GDPR.

2. Responsibilities

- 2.1 The GDPR Owner is responsible for ensuring that this notice is made available to data subjects prior to Keswick Care collecting/processing their personal data.
- 2.2 All Keswick Care employees who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

3. Privacy Notice

3.1 Who are we?

[This needs to be like an executive summary. Identify who you are as an organisation, what you do and the products and services you provide.]

Our GDPR Owner can be contacted directly here:

- (directors@keswickcare.co.uk)
- (07981849605)

The personal data we would like to collect about you is:

Personal data type:	Source:
Name	(Keswick Care website contact and complaints forms)
Email Address	
Message or Complaint	

The personal data we collect will be used for the following purposes:

- Responding to queries sent via the website contact form
- Responding to complaints sent via the website complaints form

Our legal basis for processing for the personal data:

- Consent

Any legitimate interests pursued by us, or third parties we use, are as follows:

- Data Controller

The special categories of personal data concerned are:

- No special categories of data

3.2 Consent



By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for Keswick Care to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time by downloading and submitting the Consent Withdrawal Data Subject or Consent Withdrawal Parental Form, to directors@keswickcare.co.uk, available on the company website.

3.3 Disclosure

Keswick Care will not pass on your personal data to third parties without first obtaining your consent.

3.4 Retention Period

Keswick Care will process personal data for the purpose of dealing with your query or complaint and will store the personal data until resolution, thereafter it will be deleted.

3.5 Your Rights as a Data Subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Keswick Care refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 3.6 below.

All of the above requests will be forwarded on should there be a third party involved (as stated in 3.4 above) in the processing of your personal data.

3.6 Complaints



In the event that you wish to make a complaint about how your personal data is being processed by Keswick Care (or third parties as described in 3.4 above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Keswick Care's data protection representatives GDPR Owner.

The details for each of these contacts are:

	Supervisory authority contact details	GDPR Owner contact details
Contact Name:	Information Commissioner's Office	Gemma Spinks
Address line 1:	Wycliffe House	Hylton House
Address line 2:	Water Lane	150 Barnsley Road
Address line 3:	Wilmslow	Hemsworth
Address line 4:	Cheshire	West Yorkshire
Address line 5:	SK9 5AF	WF9 4PQ
Email or Web:	https://ico.org.uk/concerns/handling/	directors@keswickcare.co.uk
Telephone:	0303 123 1113	07981849605

3.7 Privacy Statement

Read more about how and why we use your data here <https://keswickcare.co.uk/privacy>

4. Online Privacy Policy

Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as: "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

How we use your information

This privacy notice tells you how we, Keswick Care, will collect and use your personal data solely for the purpose it was collected such as answering contact form queries, responding to SAR complaints and assessing job applications.

Why does Keswick Care need to collect and store personal data?

In order for us to provide an answer we need to collect personal data to allow us to correspond with you. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose and does not affect your privacy rights. Keswick Care will not contact you for marketing purposes.

Will Keswick Care share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to Keswick Care in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely and to use them only to fulfil the service they are contracted to provide you on our behalf.

When they no longer need your data to fulfil this service, they will dispose of the details in line with Keswick Care's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

How will Keswick Care use the personal data it collects about me?

Keswick Care will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date and for no longer than absolutely necessary. Keswick Care is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Under what circumstances will Keswick Care contact me?

Our aim is not to be intrusive and we will not ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Can I find out the personal data that the organisation holds about me?

Keswick Care at your request, can confirm what information we hold about you and how it is processed. If Keswick Care does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the GDPR Owner, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Keswick Care or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.

- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will I need to provide in order to access this?

Keswick Care accepts the following forms of ID when information on your personal data is requested:

Passport, driving licence, birth certificate, utility bill (from last 3 months)

Contact details of the GDPR Owner:

	GDPR Owner contact details
Contact Name:	Gemma Spinks
Address line 1:	Hylton House
Address line 2:	150 Barnsley Road
Address line 3:	Hemsworth
Address line 4:	West Yorkshire
Address line 5:	WF9 4PQ
Email:	directors@keswickcare.co.uk
Telephone:	07981849605