

Privacy Policy

In this privacy policy references to 'we' and 'us' are to Flexicare at Home.

What information we collect and how

1. Any personal details you submit on any forms, including name, address, email address, contact number etc.
2. Your IP address (a computers individual identification number) which is automatically logged by our web server. This data is used to prevent spam and targeted attacks on our server. IP addresses are obtained when submitting enquiries via the website.
3. Google analytics and adwords data, used to improve services by identifying the source of users visiting our website. This data is not used to identify individuals.

What we do with your information

Any personal information collected from our website will be used in accordance with the Data Protection Act 1998, the General Data Protection Regulations (GDPR) and any other applicable laws. Details collected by us are used for the following reasons:

1. To comply with legal requirements
2. If you have not purchased a service from us, we may occasionally contact you to follow-up on your enquiry if circumstances have changed. In such a case you will be offered the option to opt-out.

Your rights

1. You can ask us to update or remove your personal information by emailing us or by writing to us at the below address. However, please note we may need to keep some personal data in order to process service requests or to comply with customer service or post service obligations.
2. You have the right to request a copy of any personal information we hold about you. To do this, simply write to us at the below address. Please note an administration fee may be chargeable prior to the submission of such information in order to cover the administration costs.

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