

Calluna Care Ltd

Privacy Policy 20<sup>th</sup> August 2022

Welcome to the Calluna Care Ltd website. By using this website, you are agreeing to comply with and be bound by the following terms and conditions. On this page you will also find our Privacy Policy and Cookie Policy. The use of this website is subject to the following terms of use:

- The content on this website is for your general information only and is subject to change without notice.
- Neither we nor any third parties provide any guarantee as to the accuracy, timeliness, completeness or suitability of the information offered on this website. You acknowledge that such information may contain inaccuracies, and we expressly exclude liability for any such inaccuracies to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, appearance, graphics, photos and videos. Reproduction of these materials is prohibited.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s), and we have no responsibility for the content or privacy policies of the linked website(s).
- You may not create a link to this website from another website or document without Calluna Care Ltd's prior written consent.
- Your use of this website, and any dispute arising out of such use of the website, is subject to the laws of England, Scotland and Wales. Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

## **Privacy Policy**

This privacy policy sets out how Calluna Care Ltd uses and protects any information that you give us when you use this website. Calluna Care Ltd is committed to ensuring your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Calluna Care Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

### **What information do we collect?**

- Details of your visits to our site including, but not limited to, traffic data, location data, web logs, operating system, browser usage and other communications data.
- A record of your correspondence with us, if you contact us, and the contact information provided in such correspondence.
- Information you provide by filling in any future forms on our site, for example forms subscribing to a news service.
- Survey data you may complete at our request and which we may use for research purposes. You do not have to respond to survey requests.

**We may collect the following information:**

- Name
- Contact information including email address
- Information provided by you in any correspondence to us.

**How do we protect your information?**

- We do not sell, trade, or otherwise transfer your personal information to outside parties, unless we are required by law to do so.
- Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.
- Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential.

**What do we do with the information we collect?**

We require this information to understand your needs and improve our products and services. In addition, we may use the information for:

- Internal record keeping.
- Periodically sending promotional emails about new services or other information which we think you may find interesting.
- From time to time, we may also use your information to contact you via email, phone or mail for market research purposes.

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- Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential.

**General Data Protection Regulation (GDPR)**

We are a Data Controller of your information. Calluna Care Ltd legal basis for collecting and using the personal information described in this Privacy Policy depends on the personal information we collect, and the specific context in which we collect the information, for example if:

- Calluna Care Ltd needs to perform a contract with you
- You have given Calluna Care Ltd permission to do so
- Processing your personal information is in Calluna Care Ltd legitimate interests
- Calluna Care Ltd needs to comply with the law.

Calluna Care Ltd will retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies. Our Privacy Policy was generated with the help of GDPR Privacy Policy Generator. If you are a resident of the European Economic Area (EEA), you have certain data protection rights. If you wish to be informed what personal information we hold about you and if you want it to be removed from our systems, please contact us. In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information we have on you
- The right of rectification
- The right to object
- The right of restriction
- The right to data portability
- The right to withdraw consent

### **Cookie policy**

- Like any other website, Calluna Care Ltd also uses 'cookies'. Cookies are small files that a website transfers to your computer's hard drive through your web browser (if you allow them). Cookies can track, save and store information about your interactions and usage of a website. This allows the website, through its server, to provide the users with a tailored experience within this website. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer.

### **How do we use cookies?**

- We use traffic log cookies to identify which sections of the website are being used, and which sections are not. This helps us analyse data about web page traffic and improve our website, in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. This tracking software is provided by Google Analytics. For more information on Google Analytics, please visit Google's partner privacy policy [here](#)

### **Consent**

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

**Questions**

If you have any questions regarding this privacy policy, please contact us at: [info@callunacare.org](mailto:info@callunacare.org) or on 07890 525 968 *Last edited on 20/08/2022*