



Nyton House Limited is committed to protecting the privacy and confidentiality of everyone who interacts with our care home, whether online or in person. This Privacy Statement explains how we collect, use, store, and protect personal information when you visit our website or contact us. We may update this Privacy Statement from time to time to reflect changes in legislation or our practices, and the latest version will always be available on our website.

We only collect information necessary to provide our services, respond to enquiries, or improve our website. We may collect the following types of information:

Personal Information

- Name, email address, phone number, and any details you provide through our contact forms
- Information submitted when enquiring about care, booking a visit, or requesting further details
- Job application information if you apply for a role with us

Technical Information

- IP address
- Browser type and device information
- Pages visited and time spent on our website
- Cookies and similar technologies (see our Cookie Policy)

How We Use Your Information

We use your information to:

- Respond to enquiries and provide information about our care services
- Arrange visits, assessments, or follow-up communication
- Process job applications
- Improve our website and user experience
- Meet legal or regulatory obligations

We do not sell or share your personal information with third parties for marketing purposes.

Our website uses cookies to improve functionality and analyse website traffic. You can manage your cookie preferences through your browser settings. For more details, please see our Cookie Policy.

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If you have any questions about this Privacy Statement or how we handle your data, please contact: The Data Controller, Nyton House, Nyton Road, PO203UL or email - Office@nytonhouse.co.uk

To help improve our customer experience and manage enquiries effectively, we may share the information you provide (by phone or email) with our selected partners. When appointed to do so, our selected partners may support us by: Monitoring and improving enquiry follow-up; Carrying out quality checks and mystery shopping; Gathering feedback from recent enquiries; Assisting with enquiry handling and communication. Calls may also be recorded for training and monitoring purposes. Selected partners will only process your information in accordance with our instructions, solely for the above purposes. They will securely delete your data when it is no longer required.