

## Privacy Policy

At Millsted Care Ltd, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our services and website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [info@millstedcare.co.uk](mailto:info@millstedcare.co.uk) or by writing to Millsted Care Ltd, 4 – 6 Raglan Precinct, Chaldon Road, Caterham, CR3 5UG. Alternatively, you can telephone 01883 349553.

### Who are we?

We are Millsted Care Ltd, owners of two residential homes and two day centres for adults with a learning disability in Surrey. Millsted Care Ltd is registered in England and Wales with Company Number 03174362 at address 4 – 6 Raglan Precinct, Chaldon Road, Caterham, CR3 5UG. Millsted Care Ltd also comprises of Dayspace and its trading subsidiary.

### How do we collect information from you?

We obtain information about you when you for example, contact us about our services, become a customer, are associated with a customer i.e. parent or carer, if you use our website or register to receive our newsletter.

### What type of information is collected from you?

The personal information we collect might include your name, address, email address, your medical diagnosis, and any information relevant to your association with Millsted Care.

### How is your information used?

We may use your information to:

- process invoice payments that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest
- contact you about activities and services of our associated company
- process a job application

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Our database is owned and operated by Millsted Care only.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example, sending you mailings/newsletters via Mailchimp.com, tracking care for our residence via Nourish Systems). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Millsted Care network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Please see below for links to our third party supplier privacy policies.

[Mailchimp](#)

[Nourish Care](#)

[PeopleHR](#)

Individual's GP surgeries will have their own privacy policy and should be contacted directly for any queries.

On occasion we may use a portable credit card processing system via iZettle to take payment. All your details are processed through iZettle - Millsted Care does not have access to these details. iZettle has their own [Privacy Policy](#).

If you have any questions about our third party providers, please email [info@millstedcare.co.uk](mailto:info@millstedcare.co.uk).

## Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the work we do here at Millsted Care and the services we provide, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [info@dayspace.org](mailto:info@dayspace.org) or telephone on 01883 349553.

## How you can access and update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [info@dayspace.org](mailto:info@dayspace.org), or write to us at: Millsted Care, 4-6 Raglan Precinct, Chaldon Road, Caterham, Surrey, CR3 5UG. Alternatively, you can telephone 01883 349553.

You have the right to ask for a copy of the information Millsted Care Ltd hold about you.

## Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

## Photo Permission

We may ask you to complete a photo permission form in order to use your picture for marketing purposes on our websites or on our social media platforms. The form provides you with the chance to opt-out of use on social media if this is your preference. Any photograph of you which is identifiable will not be used or shared if permission is not given to Millsted Care. Photographs will be saved on file, but if you would prefer for photographs to be deleted, please email us at [info@dayspace.org](mailto:info@dayspace.org) or call us on 01883 349553.

## Use of 'cookies'

'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect

statistical data about your browsing actions and patterns and do not identify you as an individual.

Neither the Millsted Care or the Dayspace website currently use Cookies. If we decide in the future to add blogs or a comments field then cookies will be applied and therefore we will update this privacy policy to reflect these changes.

#### [Links to other websites](#)

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

#### [16 or Under](#)

As a company we only take personal information from adults over the age of 18 with their consent.

#### [Review of this Policy](#)

We keep this Policy under regular review. This Policy was last updated in May 2018.