

# Privacy Policy

## VINCENTIAN CARE PLUS

Last Updated: 28/11/2023

### INTRODUCTION

This privacy policy (“**Policy**”) describes how **Vincentian Care Plus** (“**Company**,” “**we**,” and “**our**”) processes, collects, uses and shares personal data when using this website <https://vincentiancareplus.org.uk> (the “**Site**”). Please read the following information carefully to understand our practices regarding your personal data and how we will process data.

#### 1. Purposes of Processing

##### What is personal data?

We collect information about you in a range of forms, including personal data. As used in this Policy, “personal data” is as defined in the General Data Protection Regulation, this includes any information which, either alone or in combination with other information we process about you, identifies you as an individual, including, for example, your name, postal address, email address and telephone number.

##### Why do we need your personal data?

We will only process your personal data in accordance with applicable data protection and privacy laws. We need certain personal data in order to provide you with access to the Site. If you registered with us, you will have been asked to tick to agree to provide this information in order to access our services, purchase our products, or view our content. This consent provides us with the legal basis we require under applicable law to process your data. You maintain the right to withdraw such consent at any time. If you do not agree to our use of your personal data in line with this Policy, please do not use our Site.

#### 2. Collecting Your Personal Data

We collect information about you in the following ways:

##### Information You Give Us. This includes:

- the personal data you provide when you report a problem with our Site or when we provide you with customer support;
- the personal data you provide when you make a purchase thorough our Site; and

- the personal data you provide when you correspond with us by phone, email or otherwise.

**Information Automatically Collected.** We automatically log information about you and your computer or mobile device when you access our Site. For example, when visiting our Site, we log your computer or mobile device operating system name and version, manufacturer and model, browser type, browser language, screen resolution, the website you visited before browsing to our Site, pages you viewed, how long you spent on a page, access times and information about your use of and actions on our Site. We collect this information about you using cookies.

**Automated Decision Making and Profiling.**

We do not use your personal data for the purposes of automated decision-making. However, we may do so in order to fulfil obligations imposed by law, in which case we will inform you of any such processing and provide you with an opportunity to object.

**3. COOKIES**

**What are cookies?**

We may collect information using “cookies.” Cookies are small data files stored on the hard drive of your computer or mobile device by a website. We may use both session cookies (which expire once you close your web browser) and persistent cookies (which stay on your computer or mobile device until you delete them) to provide you with a more personal and interactive experience on our Site.

We use two broad categories of cookies: (1) first party cookies, served directly by us to your computer or mobile device, which are used only by us to recognize your computer or mobile device when it revisits our Site; and (2) third party cookies, which are served by service providers on our Site, and can be used by such service providers to recognize your computer or mobile device when it visits other websites.

**Cookies we use**

Our Site uses the following types of cookies for the purposes set out below:

Type of cookie	Purpose
<i>Analytics and Performance Cookies</i>	These cookies are used to collect information about our Site. The information gathered does not include the number of visitors to our Site, what time of day they visited our Site before, and other similar information.

## **Disabling cookies**

You can typically remove or reject cookies via your browser settings. In order to do this, follow the instructions provided by your browser (usually located within the “settings,” “help” “tools” or “edit” facility). Many browsers are set to accept cookies until you change your settings.

If you do not accept our cookies, you may experience some inconvenience in your use of our Site. For example, we may not be able to recognize your computer or mobile device and you may need to log in every time you visit our Site.

## **4. Using Your Personal Data**

We may use your personal data as follows:

- to operate, maintain, and improve our Site, products, and services;
- to respond to your comments and questions and to provide customer service;
- as described in the “Sharing of your Personal Data” section below.

## **5. Third Party Sites**

Our Site contains links to third party websites and features. This Policy does not cover the privacy practices of such third parties. These third parties have their own privacy policies and we do not accept any responsibility or liability for their websites, features or policies. Please read their privacy policies before you submit any data to them.

## **6. International Data Transfer**

Your information, including personal data that we collect from you, may be transferred to, stored at and processed by us outside the country in which you reside, where data protection and privacy regulations may not offer the same level of protection as in other parts of the world. By accepting this Policy, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy.

## **7. Security**

We seek to use reasonable organizational, technical and administrative measures to protect personal data within our organization. Unfortunately, no transmission or storage system can be guaranteed to be completely secure, and transmission of information via the internet is not completely secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with

us has been compromised), please immediately notify us of the problem by contacting us.

## 8. Retention

We will only retain your personal data as long reasonably required for you to use the Site unless a longer retention period is required or permitted by law (for example for regulatory purposes).

## 9. Our Policy on Children

Our Site is/are not directed to children under 16. If a parent or guardian becomes aware that his or her child has provided us with information without their consent, he or she should contact us. We will delete such information from our files as soon as reasonably practicable.

## 10. Your Rights

- **Opt-out.** You may contact us anytime to opt-out of: (i) direct marketing communications; (ii) automated decision-making and/or profiling; (iii) our collection of sensitive personal data; (iv) any new processing of your personal data that we may carry out beyond the original purpose; or (v) the transfer of your personal data outside the EEA. Please note that your use of some of the Site may be ineffective upon opt-out.
- You may access the information we hold about you at any time via your profile/account or by contacting us directly.
- You can also contact us to update or correct any inaccuracies in your personal data.
- Your personal data is portable – i.e. you to have the flexibility to move your data to other service providers as you wish.
- **Erase and forget.** In certain situations, for example when the information we hold about you is no longer relevant or is incorrect, you can request that we erase your data.
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If you wish to exercise any of these rights, please contact us. In your request, please make clear: (i) **what** personal data is concerned; and (ii) **which of the above rights** you would like to enforce. For your protection, we may only implement requests with respect to the personal data associated with the particular email address that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable and in any event, within one month of your request. Please note that we may need to retain

certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting such change or deletion.

#### 11. **Complaints**

We always try to provide a high level of care for our service users and understand that there may be occasions when you may not always be happy with the service we provide. Please do contact: [dom.care@vincentiancareplus.org.uk](mailto:dom.care@vincentiancareplus.org.uk) in the first instance and we will take the time to resolve the matter. We will reply to your complaint within 3 days and in any event, within 28 days. If you are not satisfied you have the option to make a complaint about the service.

Please email [dom.care@vincentiancareplus.org.uk](mailto:dom.care@vincentiancareplus.org.uk) for a copy of our complaints policy or call the office and ask to speak to a manager who can ensure you get a copy. The feedback we get from service users is used to improve our services.

#### 12. **Contact Information**

We welcome your comments or questions about this Policy. You may contact us in writing at [dom.care@vincentiancareplus.org.uk](mailto:dom.care@vincentiancareplus.org.uk) .