

## **Green Tree Court Privacy Policy**

### **Who is this Privacy Policy for?**

This privacy policy is for the residents, visitors, staff and suppliers of Greentree Court and the users of the website [www.lexiconhealthcare.com](http://www.lexiconhealthcare.com)

This policy sets out the different areas where personal data privacy is collected and outlines the obligations and requirements of all users (residents, visitors, staff and suppliers), the website and website owners. Furthermore, the way Green Tree Court Healthcare and this website processes, stores and protects personal user data and information is also detailed within the policy.

### **The Website**

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all current UK national laws and requirements for user privacy (GDPR 2018).

### **Use of Cookies**

This website uses cookies to better the users experience while visiting the website. Where applicable, this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer/device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer/device.

Cookies are small files saved to the user's computer hard drive and track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within the website.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information ( <http://www.google.com/privacy.html> )

### **Website Contact & Communication**

Users contacting this website, and/or its owners do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the General Data Protection Act 2018 (GDPR). Every effort has been made to ensure a safe and secure form to contact us, but we advise users that by using the form to email, that they do so at their own risk.

This website and its owners use any information submitted to provide you with further information about the products/services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates but only if this was made clear to you and your express permission was granted by opting-in when submitting any form to email process. Or whereby you the consumer have previously purchased from or enquired about purchasing from the company a product or

service that the email newsletter relates to. This is by no means an entire list of your user rights in regard to receiving email marketing material. Your details are not passed on to any third parties.

### **Personal Data - What We Collect**

We may collect the following information from you as a member of staff or former member of staff, website user, or member of the public.

- Your personal details including name, address, date of birth, phone number, email
- Your personal image from CCTV

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

We require this information to understand your needs and provide you with a better service, to be able to employ you and for the following reasons, to conform with Employment laws and HMRC regulations and regulations within the Healthcare Industry. We securely store this data until it is no longer needed or has no further use and we will retain it for as long as is required under current UK Laws and Regulations and in accordance with the GDPR 2018. Keeping this data is a legitimate activity for a business.

### **Do we use any automated decision making ?**

We do not use any automated decision making.

### **Do we transfer your personal data outside of the EU or EEA ?**

We do not transfer your personal data outside of the EU

### **Your rights**

You have rights in respect of our processing of your personal data which are:

- To access your personal data and information about our processing of it. You also have the right to request a copy of your personal data (but we will need to remove information about other people).
- To rectify incorrect personal data that we are processing.
- To request that we erase your personal data if:
  - we no longer need it;
  - if we are processing your personal data by consent and you withdraw that consent;
  - if we no longer have a legitimate ground to process your personal data; or
  - we are processing your personal data unlawfully
- To object to our processing if it is by legitimate interest.
- To restrict our processing if it was by legitimate interest.
- To request that your personal data be transferred from us to another company if we were processing your data under a contract or with your consent and the processing is carried out automated means.

If you want to exercise any of these rights, please contact us.

If you have any questions or concerns please contact us, as most matters can be resolved informally in the first instance.

You also have the right to lodge a complaint about our processing with the UK's Information Commissioner's Office.

### **Access to your information**

You have the right to access any data that relates to you, to delete it, and to object to its use for marketing. You can also check, correct and update your information (for instance, if you change address, name, phone number or email address). To do this, please contact us at [reception@lexiconhealthcare.com](mailto:reception@lexiconhealthcare.com)

### **External Links**

Although this website only looks to include quality, safe and relevant external links, users are advised adopt a policy of caution before clicking any external web links mentioned throughout this website. (External links are clickable text/banner / image links to other websites).

The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should, therefore, note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

### **Social Media Platforms**

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution in regard to their own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

### **Shortened Links in Social Media**

This website and its owners through their social media platform accounts may share web links to relevant web pages.

Users are advised to take caution and good judgement before clicking any shortened URLs published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine URLs are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

### **Further Information – Contact Us at**

Green Tree Court, 81 Harrington Lane, Exeter, Devon EX4 8NS

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