

# Amber Home Carers Privacy Policy

## HOW WE USE YOUR INFORMATION

This privacy notice tells you what to expect when we [www.amberhomecarers.com](http://www.amberhomecarers.com) collect personal information. It applies to information we collect about visitors to our website and storing of data.

## VISITORS TO OUR WEBSITE

When someone visits [www.amberhomecarers.com](http://www.amberhomecarers.com) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Google Analytics collects information anonymously. It reports website trends without identifying individual visitors. [Click here to view Google's privacy policy](#). You can opt out of Google Analytics without affecting how you visit our site – for more information on opting out of being tracked by Google Analytics across all websites you use [click here to visit Google information](#).

## SECURITY

We use a third-party service Wordfence to help maintain the security and performance of our website. To deliver this service it processes the IP addresses of people trying to login to our dashboard without our permission.

## STORING YOUR PERSONAL DATA

In operating our website it may become occasionally necessary to transfer data that we collect from you to locations outside of the European Union for processing and storing. By providing your personal data to us, you agree to this transfer, storing or processing. We do our utmost to ensure that all reasonable steps are taken to make sure that your data is treated stored securely with a GDPR compliant processor.

Unfortunately, the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically, sending such information is entirely at your own risk.

Information you provide to us will be stored on local PCs, laptops and or a portable device held at our offices. Our devices are password protected.

## PEOPLE WHO CONTACT US VIA SOCIAL MEDIA

We use a third-party provider, Hootsuite to manage our social media interactions.

If you send us a private or direct message via social media the message will be stored by Hootsuite for three months. It will not be shared with any other organisations.

## PEOPLE WHO USE OUR SERVICES

We have to hold the details of the people who use our services in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes.

## YOUR RIGHTS

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

## ACCESS TO PERSONAL INFORMATION

We try to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

Please send us an email [info@amberhomecarers.com](mailto:info@amberhomecarers.com) to request the information we hold about you. If we do hold information about you, you can ask us to correct any mistakes by email and let us know if you would like it deleted.

## DISCLOSING YOUR INFORMATION

We will not disclose your personal information to any other party other than in accordance with this Privacy Policy and in the circumstances detailed below:

- In the event that we sell any or all of our business to the buyer.
- Where we are legally required by law to disclose your personal information.
- To further fraud protection and reduce the risk of fraud.

## LINKS TO OTHER WEBSITES

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## HOW TO CONTACT US

If you want to request information about our privacy policy you can email us or write to:

Email:

[info@amberhomecarers.com](mailto:info@amberhomecarers.com)

Address:

Amber Home Carers Ltd  
51a Sheen Lane, East Sheen,  
London SW14 8AB.