

Heart of the South Care Agency Ltd Privacy Policy

Privacy policy

Heart of the south Care Ltd network is independently owned and operated by Heart of the south Care Ltd's Head office.

Heart of the south care is registered under the information commissions Office (ICO) and has data controllers for the personal information it collects and processes. For contact details of those responsible for data protection compliance within the territory in question, please contact the business directly.

For Data protection queries, contact the HR department at hrmanager@heartofthesouth.co.uk or in writing to the HR department at 66 Lemon Street, 1st Floor, Truro, Cornwall, TR1 2PN.

Social Media and Website

Heart of the south care website and social media platforms contains consented photos, information, and general information and does not provide personal sensitive data belonging to the parties who consented to share their experiences and photos. We do not provide advice on any specific individual care matter. Whilst every effort has been made to provide accurate up-to-date information, it should not be regarded as an authoritative or definitive statement of the law.

The website and social media platforms should not be used as a substitute for obtaining proper advice. You should always seek appropriate legal advice before taking or refraining from taking any action as a result of any of the contents of the website and platforms used.

We will not be responsible for any loss or damages whatsoever arising from your use of this website or social media platforms.

Further, we are not responsible for, nor do we endorse or approve the contents of (or content which you may be able to access from) any information referred to in or accessed through the website or social media, including, but not limited to their privacy policy, terms and conditions or contents. If you have a comment to make about the website or social media platforms from any of its contents, please

see <https://www.facebook.com/privacy/policy> for further information on Data security privacy and managed cookies.

Your Rights

Because the data we hold about you is your data, you have the following rights in respect of the personal data we hold about you:

1. Right to Access– this means you can ask us for a copy of all the personal data we hold about you.
2. Correction Right– if you believe any of the information we hold about you is incorrect or out of date, you have the right to correct such information by providing us with the correct date information. In addition, you can ask us to delete incorrect or out-of-date information, and we will be happy to do so unless we are prevented from doing so by law or regulation.
3. Right to be Forgotten– you have the right to ask us to delete the personal data we hold about you where such data is used for direct marketing purposes or is processed as a result of you consenting to such processing. Please note that where we are obliged to keep your personal data because of a regulatory or legal requirement, we will not be able to delete that data and must continue to retain it.

4. Right to Restrict Processing– in some limited circumstances, you have the right to restrict the processing of your data. See examples below:
 - a. If you want us to establish the data's accuracy.
 - b. Where our use of the data is unlawful, but you do not want us to erase it.
 - c. Where you need us to hold the data even if we no longer require it as you need it to establish, exercise, or defend legal claims; or you have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.
5. Right of Objection to Processing– you have the right to object to us using your data for direct marketing purposes and profiling. For example, if there is something about your situation which makes you want to object to the processing as you feel it impacts your fundamental rights and freedoms. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
6. Right of Data Portability– you have the right to request a copy of the personal data we hold about you in a commonly used and machine-readable format. We can provide your data either to you or to such other third parties as you specify in your request.
7. Automated Decision-Making Objection Right– automated decision-making is where a decision is made entirely by technological means without human intervention. We do not use or rely on automated decision-making.

If you would like to exercise any of the above rights, please contact us at hrmanager@heartofthesouth.co.uk or in writing to the HR department at 66 Lemon Street, 1st Floor, Truro, Cornwall, TR1 2PN.

Right to Complain

If you have any concerns about our handling of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office ("ICO") by visiting <https://ico.org.uk/concerns/> or by telephoning the ICO helpline on 0303 123 1113.