

LivingCare Group Privacy Policy

This policy applies to the LivingCare Group and the companies associated with this as subsidiaries or those which trade under the LivingCare Brand. This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Topics:

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- How do we collect your data?
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- How do we store your data?
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What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, email address, phone number, etc.)

How do we collect your data?

You directly provide LivingCare with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Tidio Chat

Our Company may also receive your data indirectly from the following sources:

- Google
- Tidio Chat

How will we use your data?

Our Company collects your data so that we can:

- Process your request
- Email you with special offers on other products and services we think you might like.
- Contact you regarding your appointment

Our Company will not knowingly share your data with any companies.

How do we store your data?

Our Company securely stores your data at LivingCare on our servers. It will also host this data remotely through our website provider Wix.

Our Company will keep your PID for 12 months. Once this time period has expired, we will delete your data by .

Marketing

Our Company would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop LivingCare from contacting you for marketing purposes or giving your data to other members of the LivingCare Group.

If you no longer wish to be contacted for marketing purposes, please email us at email@livingcare.co.uk

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request LivingCare for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that LivingCare correct any information you believe is inaccurate. You also have the right to request LivingCare to complete information you believe is incomplete.

The right to erasure – You have the right to request that LivingCare erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that LivingCare restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to LivingCare's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that LivingCare transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: 0113 249 4655

Or write to us: email@livingcare.co.uk

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

LivingCare uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – LivingCare uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – LivingCare uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. LivingCare sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you

visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The LivingCare website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

LivingCare keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 12 August 2019.

How to contact us

If you have any questions about LivingCare's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: email@livingcare.co.uk

Call us: 0113 249 4655

Or write to us at: 4215 Park Approach, Thorpe Park, Leeds, LS154 8GB

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that LivingCare has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.