

Carrick Care Ltd

Privacy Policy

Our contact details

Name: Razwan Latif

Address: 58 Howden Hall Road, EH16 6PJ

Phone Number: 0131 600 0656

E-mail: info@carrickcare.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- From our website via our contact form.

How do we use your personal information and why we have it

- We use the information that you have given us in order to respond to your enquiry in the quickest and most efficient way. We provide this method as a modern and convenient way to reach the company and /or contacting your family / loved one who we may be providing care for.

We may share this information only within our organisation – Carrick Care Ltd

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are: **[delete as appropriate]**

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us at info@carrickcare.co.uk , or Tel 0131 600 0656 or writing to us at 58 Howden Hall Road, Edinburgh EH16 6PJ

(b) We have a contractual obligation.

~~**(c) We have a legal obligation.**~~

~~**(d) We have a vital interest.**~~

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored. We keep your contact details for 1 month. We will then dispose of your information by securely destroying or deleting it.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability –

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@carrickcare.co.uk or Tel: 0131 600 0656 or write to us at 58 Howden Hall Road, Edinburgh, EH16 6PJ if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Carrick Care Ltd, 0131 600 0656 or write to us at 58 Howden Hall Road, Edinburgh, EH16 6PJ.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>