

Astor Care and Nursing Agency Website Privacy Policy

We respect your privacy and are fully committed to protecting the information we hold. This privacy policy only covers information collected from our website and complies with the Data Protection Act and General Data Protection Regulations. Please be aware that whilst we take all reasonable steps to protect your data, such as website encryption, any information sent via the internet or stored electronically can never be guaranteed 100% safe.

What data do we collect?

We collect the following personal data:

- First and last names
- Email address
- Phone number
- Address
- Any additional information you provide on our website contact forms
- Internet Protocol (IP) address and details of which web browser you use
- Information on how you use the site using cookies

How we collect data

You directly provide most of the personal data we collect and process by way of a contact form submission. We collect data:

- When you complete and submit the contact us form
- When you complete and submit the fast-track apply online job application form
- Using website cookies to collect standard internet log information and visitor behaviour

Principles used for processing data

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality (security)
- Accountability

How we use the data

- To understand the reasons you wish to contact us and enabling us to contact you
- To provide you with information about our services
- To respond to your request or questions
- To progress your application to work for us
- To contact you by email, phone or post
- To improve people's experiences when visiting our website using Google Analytics who process anonymised data (i.e. pages visited, time on each page, what you click on during your visit and how you got to our website)
- To detect, prevent and rectify technical issues

Where your personal data is processed and stored

- All our systems are built and run to ensure that your personal data is kept safe
- All personal data is stored in the European Economic Area (EEA)
- Data collected by Google Analytics may be transferred outside the EEA for processing

Our legal basis for processing your data

The legal basis for collecting and using the data described in this policy depends on the personal data we collect and the specific context in which it was given:

- To perform a contract with you
- It is in our legitimate business interests
- To comply with legal and regulatory obligations
- To prevent and detect security threats
- To establish, exercise or defend our legal rights
- Your consent (cookies from Google Analytics)

Retention of personal data

Personal information will:

- be retained for as long as necessary for the purposes set out in this policy
- be retained and used as long as necessary to comply with our legal obligations
- be retained for seven years after you leave should you subsequently work for us
- be retained for seven years after our service ends if you subsequently become a customer

Data protection rights

Within the European Economic Area (EEA) you have certain rights. If you wish to be informed what personal data we hold about you and if you want it to be removed from our systems, please contact us. In certain circumstances, you have the following rights:

- The right of access, update or delete the information we have on you
- The right to rectification
- The right to restrict processing
- The right to data portability
- The right to object
- The right to withdraw consent

Links to other websites

This policy only applies to www.astoragency.co.uk which contains links to other websites. If you go to another website, you need to read the policy on that website

Changes to our website privacy policy

We may change this privacy policy and will place any updated policy on our website. This policy was last updated on 23th February 2020.

Contact us or make a complaint

If you have questions about this policy, think your data has been misused or mishandled, or wish to exercise your data protection rights, please:

Write to: The Registered Manager, Astor Care and Nursing Agency, The Lansbury Estate,
102 Lower Guildford Road, Knaphill, Woking, Surrey GU21 2EP
Call us: 01483 797950
Email: admin@astoragency.co.uk

If you feel that we have not addressed your concern in a satisfactory manner, you can make a complaint to the Information Commissioner, who is an independent regulator:

Write to: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF
Call: 0303 123 1113