



HERON HOUSE

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Privacy Policy

Who are we?

Heron House Taunton is registered as a society under the Co-operative and Community Benefit Societies Act 2014. Our registered trading name is Heron House Residential Home Ltd. (registration number 24866R).

Heron House Taunton are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to: mail@heronhousetaunton.co.uk or write to Heron House Residential Home Ltd., Heron Drive, Taunton, TA1 5HN

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about our home and services.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. Information such as your name, email and/or postal address is only collected when you contact us using any of the email links to staff members provided on the site, or the information request form.

How is your information used?

We may use your information to:

- process an enquiry that you have made;
- carry out our obligations arising from any contracts entered into by you and us;
- help us understand how our site is being used to inform site content and help reach our target audience; or
- inform our market research, such as checking the effectiveness of our communications.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your



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personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties and we will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf:

We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: mail@heronhousetaunton.co.uk or write to Heron House Residential Home, Heron Drive, Taunton. TA1 5HA.

You also have the right to ask for a copy of the information we hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Our website is protected by SSL (secure sockets layer) which creates a secure connection between a user's web browser and our server. This means Information such as names, phone numbers and addresses stays private and secure.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'cookies'

Like many other websites, our website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and



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patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

Different types of cookies?

- Functional cookies

These are cookies that are required for the operation of our website. For example, these cookies are set when you submit a form, login or interact with the site by doing something that goes beyond clicking on simple links.

- Session cookies

We use these to keep track of your movement from page to page, so you don't get asked for the same information that you have already given to our site and are automatically deleted from your computer when you leave our website or shortly afterwards.

- Analytical/performance cookies

They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. These cookies do not personally identify any individual user. These are usually third-party cookies, which we use to deliver a better user experience.

- Other cookies

Please note that any advertisers, logos or links to other websites may also use cookies, over which we have no control.

Do I have to consent to cookies?

No, you can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to restrict the use of cookies (including essential cookies), you may not be able to access all or parts of our site.

By continuing to use this Website, you consent to the use of cookies. You can choose to manage the cookies we use on this Website through your browser settings at any time.

For information on how to do this, and about cookies in general, visit www.allaboutcookies.org

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.



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In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in March 2024.