

Website Privacy Statement

We are Isobel Fraser Home, a charity incorporated in Scotland. Our charity number is SC047168 and our registered address is 4A Mayfield Road, Inverness, IV2 4AE

We are committed to ensuring that your privacy is protected. We comply with the UK General Data Protection Regulation (“**UK GDPR**”) unless and until the UK GDPR is no longer directly applicable in the UK. We also follow all national implementing laws, regulations and secondary legislation as amended or updated from time to time in the UK, and any successor legislation to the UK GDPR and the DPA (together “**Data Protection Legislation**”). We are the data controller of data you pass to us pursuant to this policy.

This Privacy Policy together with our website cookie policy sets out how we collect personal information from you and how the personal information you provide will be processed by us. By visiting the website at www.isobelfraserch.co.uk (the “**Website**”) you are accepting and consenting to the practices described in this Privacy Policy. If you do not consent, please do not submit any personal data to us.

What information does Isobel Fraser Home hold and how will we use it?

Information you give Isobel Fraser Home: You may give us information about you by completing enquiry forms on the website or by requesting via the website that we send you information about the Home. The information you give us may include your name, email address, address/location and phone number.

We will retain this information while we are corresponding with you or providing services to you or to a Service User you represent. We will retain this information for one year.

Information Isobel Fraser Home collects about you: Isobel Fraser Home may collect the following information from you when you visit the website:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, connection information; and
- We may use software tools to measure and collect session information, including page response times, lengths of visits to certain pages, page interaction information and methods used to browse away from the page.

Cookies

The Website uses cookies to distinguish you from other users of the website. For detailed information on the cookies we use and the purposes for which we use them, please see our Cookie Policy <https://www.isobelfraserch.co.uk/documents>

Use Made of the Information

We may use the information we receive and/or collect about you to:

- Fulfil our obligations under any contract that we have entered into with you or with a Service User that you represent, and to provide you or the relevant Service User with information or services that you or the Service User has requested
 - Send you newsletters and marketing information if you have consented to us doing so
 - Notify you of any events that the Home is organising.
 - Monitor website usage.
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Isobel Fraser Home processes personal information for certain legitimate business purposes, which include some or all the following:

- Where the processing enables Isobel Fraser Home to enhance, modify, personalise or otherwise improve the website, its services or communications
- To identify and prevent fraud
- To enhance the security of the network and information systems of Isobel Fraser Home
- To better understand how people interact with the websites
- To administer the website and carry out data analysis, troubleshooting and testing; and

Where we are processing personal data that we have obtained via the website on the basis of having obtained consent from you, you have the right to withdraw your consent to the processing of your personal data at any time. If you would like to withdraw your consent or prefer not to receive any of the above-mentioned information (or if you only want to receive certain information from us) please let us know by contacting us via the following webpage <https://www.isobelfraserch.co.uk> Please bear in mind that if you object, this may affect our ability to carry out the tasks above for your benefit.

If you wish to have your information removed from our database by contacting us via the following webpage <https://www.isobelfraserch.co.uk> and we will take steps to ensure that this information is deleted as soon as reasonably practicable.

We will not share, sell or distribute any of the information you provide to us (other than as set out in this policy) without your prior consent, unless required to do so by law.

How Safe is your Information?

Protecting your security and privacy is important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Legislation. The website is protected by various levels of security technology, which are designed to protect your information from any unauthorised or unlawful access, processing, accidental loss, destruction and damage.

We will do our best to protect your personal data but the transmission of information via the Internet is not completely secure. Any such transmission is therefore at your own risk.

Disclosure of your Information

Please note, we may need to disclose your personal information where we:

- Sell any or all our business or assets or we buy another business or assets in which case we may disclose your personal data to the prospective buyer or seller.
- Are under a legal duty to comply with any legal obligation or to enforce or apply our terms and conditions.
- Need to disclose it to protect our rights, property or the safety of our residents or others, including the exchange of information with other companies, organisations and/or governmental bodies for the purposes of fraud protection and credit risk reduction.

Your Rights in Respect of your Data

If any of the information you provide to us via the website changes, please let us know as soon as possible so that we can make the necessary changes to the information we hold for you on our database. If you wish to make any changes to your information, please contact us via the

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following webpage <https://www.isobelfraserch.co.uk>

If you wish to access or rectify the information we hold about you, or request that such information be transmitted directly to another data controller, please contact us via the following webpage <https://www.isobelfraserch.co.uk> We shall process your request to access your information within one month of receipt, or we will let you know within that timeframe if we need more information from you. We will process your request free of charge.

To request that your information is deleted or if you wish to restrict or object to the processing of your information, please contact us via the following webpage <https://www.isobelfraserch.co.uk>

If you have any complaints about our use of your personal data, please contact us. You also have the right to complain to the relevant supervisory authority in your jurisdiction. In the UK, the supervisory authority is the Information Commissioner's Office. Contact details for the ICO can be found at <https://ico.org.uk/>.

If you have any further queries or comments on our Privacy Policy, please contact us via the following webpage <https://www.isobelfraserch.co.uk> or you can contact us by telephoning 01463 230149. We also welcome your views about our website and our Privacy Policy.
