

Byway House Privacy Policy – Updated on February 2024

Byway House takes the privacy of your personal data seriously and this Privacy Policy explains our use of and your rights in relation to your personal data. We are the controller of your personal data and our contact details are set out at the end of this policy.

Byway House is managed and owned by Byway House Care Limited and is a part of the Ridgefield Holdings Limited group of companies, including The Beeches Nursing Home Worthing Limited and Highgrove House Carehome Limited (referred to as “the Home”, “we”, “us” or “our”, or collectively referred to as the “group”). We collect and may share your personal data within our group.

Type of information we collect:

We collect and process the following personal data:

1. **Prospective Residents:** we collect from prospective residents and/or their representative's names and contact details, including email addresses, postal addresses, phone numbers, and prospective residents' medical and healthcare information to ensure that the Home can meet all the prospective residents' needs.
2. **Residents:** we collect from our residents and their representatives, names, contact details, medical and healthcare information, details of the payer and payment details to enable us to provide care and undertake any healthcare treatment for our residents. Residents medical and healthcare information is also received and shared with health professionals and agencies to enable for us to provide care for the residents e.g. NHS, Social Services, Local Authorities, GPs, hospitals and service providers in the multi-disciplinary team.
3. **Candidates and Employees:** we collect from our prospective employees and existing employees their names, contact details, date of birth, employment history, health care related information, references, bank account number, national insurance number, tax reference number and pension information to fulfil our legal obligations as an employer.
4. **Website Visitors:** When anyone visits our website or enter any contact details or complete registration form or request brochure, we collect this information.
5. **Contractors and Vendors:** we collect names, contact details, email addresses and bank account details from our suppliers, vendors and contractors in order to receive their services and payments.

Why is information collected and is it shared or transferred?

We collect and share personal data within our group for a number of reasons. It allows us to run our Home(s), and websites effectively. This ensures we can continue to provide the highest quality of care for our residents, enhance the website user experience and perform our contractual obligations to employees and vendors.

We will not share your information with any third parties for marketing of their products or services to you. In certain circumstances, we may be legally required to share your personal data in the case of many legal proceedings, court orders, or a governmental authority order.

We may use your contact details to send you details about our products and services from time to time that we believe may be of interest to you. You have the right to withdraw your permission for marketing by us by emailing us on care@bywayhouse.co.uk.

We do not transfer your information to any third country, and in the event we or any of our contractors or subcontractors need to transfer in the future, such transfers will be made subject to all appropriate safeguards, including, where applicable, on the basis of a relevant adequacy decision or the use of standard contractual clauses.

Additionally, we need the data to recruit, engage and pay our employees, contractors and vendors. Some of this information is used to fulfil our own legal obligations as a business.

How we store your personal information?

Your information is securely stored, using appropriate technical and organisational measures to protect against unauthorised or unlawful processing and against accidental loss, destruction or damage, in accordance with the applicable data protection law.

Retention and Destruction of personal information

We keep your information for as long as necessary to fulfil the purposes for which it was collected, and it will be deleted safely if no longer required as per the legal and contractual requirements.

Your data protection rights

Under the applicable data protection laws, you have rights including:

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

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.

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

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 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 data subject request, we have one month to respond to you. Please contact us via email: care@bywayhouse.co.uk if you wish to make a such request.

When we collect device information

On your first visit to our website you will be asked (by a notification banner) to accept our use of cookies and similar technologies. To learn about what cookies and similar technologies are, we

recommend that you visit the following third-party website: <https://ico.org.uk/your-data-matters/online/cookies/>

Like other websites, we use cookies for a variety of purposes. These technologies collect information about your device hardware and interactions with our website.

This information helps us to:

- continuously improve our site's content and functionality by analysing where, on which types of devices and how our site is used, how many visitors we receive, and where they click through to the site from;
- remember you in case you re-visit our site, so we will know if you have already been served with cookies and/or banners.

To delete or stop cookies being placed on your computer, please check the help menu of your internet browser. Blocking cookies will reduce the functionality of this website.

Our contact details:

Name: Erin Crisp, Registered Manager

Address: Byway House Care Ltd, 1 Byway Road, Middleton-On-Sea, West Sussex PO22 6DR

Phone Number: 01243 583346

E-mail: care@bywayhouse.co.uk

Website: [Byway House Residential Care Home](#)

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting us at the address stated above.

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>