

INTRODUCTION

This privacy notice is for visitors to our websites: <https://www.nevillelodge.org/> The purpose of this notice is to explain to you how we control, process, handle and protect your personal information while browsing or using this website, including your rights under current laws and regulations.

In this notice 'we' and 'our' means Neville Lodge which is part of the Riverside Healthcare Group.

WHAT DATA DO WE PROCESS ABOUT OUR VISITORS?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Voluntarily complete a contact, referral, application form or provide feedback on any of our message boards/social media or via email.
- Use or view our website via your browser's cookies.

If you contact our Help Team, we will need your name and contact information as well as full details of your query.

WHAT DO WE USE THIS DATA FOR?

- Dealing with any referral, query, applications or complaint you submit to our team.
- Verifying your identity
- Dealing with, and responding to you about a comment you have submitted for or on our message boards, blogs and other such user generated content facilities.

LAWFUL BASIS FOR PROCESSING

By law, we need to have a lawful basis for processing your personal data.

Legitimate interests

The legitimate interest pursued by us to analyse our website traffic in order to maintain the service, for example monitoring successful page loads or error messages.

Consent

If you have asked us to deal with any referral, query, applications, or complaint.

HOW DO WE KEEP YOUR INFORMATION SAFE?

We are committed to keeping your information secure and have organisational & operational policies and procedures in place to protect your information.

All employees and our partner organisations are legally bound to respect your confidentiality, all employees must comply with our security organisational & operational procedures. All employees

are required to undertake an information governance training module and to be familiar with information governance policies and procedures. Any breach of these is treated seriously and could result in disciplinary action.

HOW LONG DO WE KEEP YOUR DATA?

We will keep your information only for as long as it is relevant and useful to the purpose for which it was originally collected.

A record of a service query is retained for one year from the date it was submitted to us.

We retain cookie data and corresponding third party data for 12 months from when it was collected from your device.

We may need to retain your data for a longer period if there is a legal claim or if we are required to do so by any regulation.

WILL YOUR DATA BE SENT OVERSEAS?

Your personal data will only be stored or transferred within the UK and EU.

COOKIES

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

Our website uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website

There are a number of different types of cookies, however, our website uses:

- **Functionality** - we use these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** - we use these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Riverside Healthcare sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

YOUR RIGHTS

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data

1. The right to access to the information we hold about you.
You have the right to request a copy of all of the data we keep about you. This is known as a “Data Subject Access Request”. You will not have to pay a fee to access your personal information. However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. We may not be able to supply you with some information if for example it has been provided by someone else who has not given permission for you to see it or it could cause physical or mental harm to you or someone else.
2. The right to be informed how we collect, use, store and share your information in a clear and transparent manner.
3. The right to rectification in specific circumstances. You have the right to ask us to correct any data we have which you believe to be inaccurate. It is important that the information we hold about you is accurate. Please inform us about any changes so we can update our records accordingly. You can also request that we restrict all processing of your data while we consider your rectification request;
4. You have the right to request that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the Hospital’s Retention Policy. We will not keep your personal data for longer than is necessary for the purpose.
5. You may also request that we restrict processing if we no longer require your personal data for the purpose, we originally collected it for, but you do not wish for it to be erased.
6. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
7. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.
8. You have the right to request the transfer of your personal information to another party (The right to data portability)
9. The right not to be subject to automated decision-making. Riverside Health Care does not use your information to make automated decisions about you, nor to undertake profiling.

If you need further information or would like to exercise any of your rights, please contact us at:

Email us at:	enquiries@nevillelodge.org
Call us:	01302 98 68 98

Or write to us at:	The registered manager Mrs Tracey Jennings Neville Lodge, 109 Thorne Rd, Doncaster DN2 5BE
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COMPLAINTS

You can submit a complaint through our Complaints Procedure, by writing to:

Register Manager:	
Mrs Tracey Jennings Neville Lodge, 109 Thorne Rd, Doncaster DN2 5BE	Tel: 01302 98 68 98 enquiries@nevillelodge.org

To get further advice or report a concern directly to the UK's independent authority you can do this by making contacting with:

Information Commissioner's Office	
Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF	Tel: 03031231113 https://ico.org.uk/global/contact-us/

CHANGES TO OUR POLICIES AND NOTICES

We review our information security practices on a regular basis, so this privacy notice will be updated periodically.