

Bespoke Home Support Privacy Notice

Bespoke Home Support are committed to maintaining the trust and confidence of our clients and takes the security of your personal data very seriously. This privacy notice provides information about the personal information that Bespoke Home Support collects about you whether online, via phone, mobile, email, letter or at appointments/visits.

Client Information

The information we will collect from or about you may include: your name, address, email address and telephone number(s) and may also include other data, including sensitive data, that you provide. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used. We will collect and use the information held only for the original purpose for which it was provided.

We may keep data for clients referred via a third party eg family member or power of attorney. The referrer may ask to be provided with information eg dates of support and notes etc.

Use of personal information

- Information will be used for the purposes that may include:
Access and provision of our services
- Internal record keeping
- We may use information to improve our services
- We may periodically send emails about new services, special offers, customer feedback forms and other information which we think you may find interesting using your email address provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.

Storing your data

Your data will be stored on databases held in locations that have been tested for electronic and physical security and access will be permitted only to those with a need to know.

Sharing your data

We will not share your data with any third parties without your express permission unless:

- It is a clear legislative requirement;
- It is assessed as being in your vital or legitimate interest.

People who contact us via social media

We use third party providers Facebook and Instagram to promote our social media interactions.

If you send us a private message via social media the message will not be shared with any other organisations. For more information please see Facebook's & Instagram's Privacy notices.

Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

If at any time you do not wish to receive information about our services please email us on info@bespokehomesupport.co.uk