

**Last updated: May 10th 2023**

**PRIVACY POLICY**

This privacy policy applies between you, the User of this service and/or Website and Waterside Home Help Limited the Service and the Website found at [www.watersidehomehelp.co.uk](http://www.watersidehomehelp.co.uk)

This policy aims to give you information on how we collect and process your personal data when it is given through the contact form on the website and when data is provided in order for us to perform the service required or to give more information about the service we provide.

**Please read this privacy policy carefully.**

**Definitions and interpretation**

1. In this privacy policy, the following definitions are used:

**Data**: collectively all information that you submit to Waterside Home Help Limited via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws.

**Data protection Laws:** any applicable law relating to the processing of personal Data, including but not limited to the GDPR and any national implementing and supplementary laws, regulations and secondary legislation.

**GDPR**: the UK General Data Protection Regulation.

**Waterside Home Help Limited, we or us:** trading as Waterside Home Help Limited of 10 Kings Ride, Langley, Southampton, Hampshire, SO45 1ZN.

**User or You:** any third party that accesses the Website or uses the service that is not either employed by Waterside Home Help Limited and acting in the course of their employment or is engaged as a consultant or otherwise providing services to Waterside Home Help Limited and accessing the Website in connection with the provision of such services.

**Website:** the website [www.watersidehomehelp.co.uk](http://www.watersidehomehelp.co.uk) and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation:

* 1. The singular includes the plural and vice versa
  2. References to sub-clauses, clauses, schedules and appendices are to sub-clauses, clauses, schedules and appendices of this privacy policy.
  3. A reference to a person includes firms, companies, government entities, trust and partnerships.
  4. “including “ is understood to mean “including without limitation”,
  5. Reference to any statutory provision includes any modification or amendment of it,
  6. The headings and subheadings do not form a part of this privacy policy.

**Scope of this privacy policy**

3. This privacy policy applies only to the actions of Waterside Home Help Limited and users with respect to this Website and Service. It does not extend to any websites that can be accessed from this website including, but not limited to, any links we may provide to social media sites.

For purposes of the applicable Data Protection Laws, Waterside Home Help Limited is the “data controller”. This means that Waterside Home Help Limited determines the purposes for which, and the manner in which your data is processed.

**Data collected**

4. We may collect the following Data, which includes personal Data, from you:

1. Name
2. Contact information including email address, telephone numbers and address of property where service will be provided.
3. Contact details of Next of Kin or designated contact

In each case, in accordance with this privacy policy.

**How we collect Data**

5. We collect Data in the following ways:

1. Data is given to us by you either through telephone, email contact or through the contact form on our website.

**Data that is given to us by you**

6. Waterside Home Help Limited will collect your Data in a number of ways, for example:

1. When you contact us through the website, by telephone, post, email or through any other means.

In each case in accordance with this privacy policy.

**Who we share Data with**

7.We may share your Data with our employees and/or other professionals working for/with Waterside Home Help for the following reasons:

in order to perform the contract we are about to enter into or have entered into with you and to ensure that our service is delivered efficiently, including where we wish to notify you of any changes to our service.

In each case, in accordance with this privacy policy.

**Keeping Data Secure**

8. We will use technical and organisational measure to safeguard your Data, for example:

1. We store your data on secure servers
2. Your Data is stored in a locked filing cabinet.

9. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this email address: [info@watersidehomehelp.co.uk](mailto:info@watersidehomehelp.co.uk)

10. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems,please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

**Data Protection**

11. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems and in our storage facilities for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.

12. Even if we delete your Data, it may persist on backup or archival storage for legal, tac or regulatory reasons.

**Your rights**

13. You have the following rights in relation to your personal data:

1. Right to access- the right to request (i) copies of the information we held about you at any time, or (ii) that we modify, update or delete such information.
2. Right to correct- the right to have your Data rectified if it is inaccurate or incomplete.
3. Right to erase- the right to request that we delete or remove your Data from our systems.
4. Right to restrict our use of your data- the right to “block” us from using your data or limit the way in which we can use your data.
5. Right to Data portability- the right to request that we move, copy or transfer your Data.
6. Right to object- the right to object to our use of your Data including where we use it for our legitimate business.

14. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this email address: [info@watersidehomehelp.co.uk](mailto:info@watersidehomehelp.co.uk)

15. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the information Commissioner’s Office (ICO). see <https://ico.org.uk/>.

16. It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

**Links to other websites**

17. The Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy of other websites prior to using them.

**Changes of business ownership and control**

18.Waterside Home Help Limited may, from time to, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Waterside Home Help Limited.

Data provided by users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.

**Changes to this privacy policy**

19. Waterside Home Help Limited reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will immediately be posted on the website and handed to each service user and you are deemed to have accepted the terms of the privacy policy on your first use of the website following alterations.

You may contact:

Waterside Home Help Limited by email at [info@watersidehomehelp.co.uk](mailto:info@watersidehomehelp.co.uk) or by calling 07565 428139

**Attribution**

20. This privacy policy was created using a document from Rocket Lawyer (<https://www.rocketlawyer.com/gb/en>)

14th April 2021