

WEBSITE PRIVACY & COOKIES POLICY

Privacy & Cookies Policy

Roster Home Care Ltd is committed to protecting your personal data and ensuring transparency in how we use it. This policy explains how we collect, use, and safeguard your information when you visit our website.

We comply with the **Data Protection Act 2018** and **UK GDPR**.

1. Who We Are

Roster Home Care Ltd

231 Queens Road, Norwich, Norfolk, NR1 3AE

We are the **data controller** for all personal data collected through our website.

2. Information We Collect

Information You Provide

When you use our website (e.g. contact forms or enquiries), we may collect:

- Name
 - Email address
 - Phone number
 - Address/location
 - Any information you include in your message
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Information We Collect Automatically

When you visit our website, we may collect:

- IP address
 - Browser type and version
 - Device and operating system
 - Pages visited and time spent on site
 - Website interaction data
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3. How We Use Your Information

We use your information to:

- Respond to enquiries and provide services
- Communicate with you
- Improve our website and user experience
- Monitor website performance and security
- Comply with legal and regulatory obligations

We will only send marketing communications if you have given consent.

4. Lawful Basis for Processing

We process your data under:

- **Consent** (e.g. enquiry forms, marketing)

- **Legitimate interests** (website improvement, communication)
 - **Legal obligations**
 - **Contractual necessity** (where applicable)
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5. Sharing Your Information

We may share your data with:

- IT and website service providers
- Professional advisors
- Regulatory authorities (if required by law)

We **do not sell your personal data**.

6. Data Storage & Security

Your data is stored securely within the **UK or EEA**.

We use appropriate technical and organisational measures to protect your data from:

- Unauthorised access
 - Loss or misuse
 - Alteration or disclosure
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7. Data Retention

We retain your personal data only as long as necessary to:

- Respond to enquiries
- Provide services
- Meet legal obligations

After this, your data is securely deleted.

8. Your Rights

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Restrict or object to processing
- Request transfer of your data

To exercise your rights, please contact us.

9. Cookies Policy

What Are Cookies?

Cookies are small files stored on your device to improve your website experience.

Types of Cookies We Use

- **Strictly Necessary Cookies**
Essential for website functionality.
 - **Performance Cookies**
Help us understand how visitors use our website.
 - **Functionality Cookies**
Remember your preferences and settings.
 - **Targeting Cookies (if applicable)**
Used to deliver relevant content or advertising.
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Managing Cookies

You can control cookies through your browser settings.
Please note: disabling cookies may affect website functionality.

10. Third-Party Links

Our website may contain links to external websites.
We are not responsible for their privacy practices, so we recommend reviewing their policies.

11. Automated Decision Making

We **do not use automated decision-making** or profiling.

12. Complaints

If you are unhappy with how we handle your data, please contact us first.

You may also contact:

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

Phone: 0303 123 1113

13. Contact Us

For any privacy-related queries: Contact Us

14. Updates to This Policy

We may update this policy from time to time.
Please check this page regularly for updates.

Last Updated: March 2026