
PRIVACY

PRIVACY POLICY

LifeCare Residences Limited takes the privacy of your information very seriously. This policy explains how and for what purposes it uses the information that is collected about you. Please read this privacy policy carefully. By submitting any personal information to us or using any of the services that we offer, you are agreeing to be bound by this policy in respect of the information collected about you.

If you have any queries about the policy, please get in touch using the contact details set out below and we will do our best to answer your questions.

All information is collected and retained by LifeCare Residences Limited, a company registered in England & Wales with company registration number 5110137 whose registered office is at Sherwood House Forest Road Kew TW9 3BY.

LifeCare Residences Limited reserves the right to pass this information to its subsidiary companies, which adhere to the same privacy policy as LifeCare Residences Limited.

LifeCare Residences Limited reserves the right to amend our privacy statement to reflect changes to our business, website or to data protection legislation. You should therefore revisit this privacy statement on a regular basis to ensure you are familiar with its terms.

PERSONAL INFORMATION COLLECTED

We collect information you give us when you register with us, email us, arrange property viewing and when requesting brochures. We require only the information we need to provide the service to you, such as:

- your name
- postal address
- telephone number
- email address

Any additional information requested will be to help us improve our services, over and above the basic required information, and it will be clear on the form that your response is voluntary and you are free not to provide us with more information if you would prefer not to do so.

COOKIES

When you visit the Site we may store some information (commonly known as a “cookie”) on your computer. Cookies are pieces of information that a website transfers to your hard drive to store and sometimes track information about you. Cookies are specific to the server that created them and cannot be accessed by other servers, which means that they cannot be used to track your movements around the web. Passwords and credit card numbers are not stored in cookies.

A cookie helps you get the best out of the Site and helps us to provide you with a more customised service. We use cookies for the following purposes:

- so that you will not have to re-enter your details each time you visit the Site
- to track how the Site is used and to improve and update our content
- You can block or erase cookies from your computer if you want to (your browser's help screen or manual should tell you how to do this), but certain parts of the Site are reliant on the use of cookies to operate correctly and may not work correctly if you set your browser not to accept cookies
- Most browsers are automatically set to accept cookies and you should be able to restrict or disable them if you wish by adjusting the settings on your browser. This will however affect your use of the areas of our site that use persistent cookies, such as the login areas. We do not use 'spyware', that is web bugs or hidden identifiers or other similar devices to gain access to information, store hidden information or to trace your activities. For more information about cookies and instructions on how to adjust your browser settings to restrict or disable cookies, see the IAB website at <http://www.allaboutcookies.org/>

OTHER DATA

We may keep a record of data which is logged automatically by our ISP's servers, and which we analyse. This includes your IP address, the URL you visited before ours, the URL you visit after leaving our site and which pages you visit on our site. We do not store or analyse this data in a way that identifies any individual.

Use of this information

We will use your gathered information in order to:

- provide you with the goods or services that you have requested
- with your permission we will use your details to send you information about other products and services that may be of interest to you
- verify your identity
- analyse it so that we can administer, support, improve and develop our services to you
- obtain your views or comments on the services we provide and to notify you about important changes or developments to our services
- Further, where you have consented, we might also use your information to let you know about other services which we, an organisation within the LifeCare Residences Group or a specially selected third party offers. This might include, but might not be limited to, information relating to new property developments, properties for sale, nursing homes, any of which may be of interest to you. We may contact you by post or telephone, as well as by e-mail. We may also send you newsletters containing general information regarding our services

- You may ask us to remove you from our mailing lists at any time by writing to us at our registered office. You may also contact us in order to exercise your option of correcting your details and of being removed from our mailing lists when we send you email alerts or other information

QUESTIONS

If you have any questions about our privacy statement or the information we hold about you, please contact us on the contact details on the Site.

You are entitled to apply to us for a copy of the information that we hold about you (for which we make a small charge) and to have inaccuracies corrected.