Privacy Policy

We are CareZen Home Care Ltd. To provide care and support services to the individuals we assist, we gather and utilize specific personal details about you.

Personal information refers to any data that can identify you, excluding anonymous data.

As the overseer of personal information, we are accountable for its management. The General Data Protection Regulation (GDPR) outlines our responsibilities to you and your rights concerning the handling of your personal information.

Our privacy policy outlines how CareZen Home Care Ltd safeguards any personal information provided to us through this website, ensuring your privacy is maintained. If you disclose identifiable information while interacting with us online, rest assured that we only use it for the intended purposes and keep it secure.

Information we collect:

1. Name and address

2. Contact details such as email address and phone numbers

3. Other relevant information for customers inquiring about personal care services

4. Details related to recruitment and employment practices

How we use the gathered information:

We collect this data to adhere to employment regulations and offer individuals a safe, compassionate, and efficient service.

The ways in which we utilize the information we have collected are as follows:

- Essential for internal record-keeping purposes

- Utilizing the information to deliver, monitor, and enhance our services

- Occasionally contacting you to review our practices and ensure your information is current

- Customizing the website based on usage data

- Ensuring that personal data is never used for direct marketing or shared with others for such purposes without explicit consent

Regarding the retention and disposal of personal data, our Data Protection policies outline the duration for which different types of records and documents, including those containing special categories of personal data, are kept. Personal data is securely deleted or destroyed at the end of its retention period.

If you wish to access information about yourself that we hold, please reach out to our team using the contact form on our website: info@carezen.co.uk

We also receive personal data from various sources, including service users, their families, friends, and carers. Additionally, we receive information containing personal data from sources like NHS England, regulators, and local councils. This information is solely used to support the provision of our contracted care services

Personal information obtained from external sources

We gather information from a range of origins, such as individuals utilizing our services, their relatives, friends, and caregivers.

Furthermore, we receive information that may include personal data from external sources like NHS England, other regulatory bodies, and local authorities.

This information is utilized solely to assist us in delivering our contracted care services and for no other purpose.

Prompt 1: Rewrite the text about the use of cookies.

When utilizing our website, we gather standard internet log information, commonly referred to as cookies. This includes your IP address, details of the pages you visit, and general information about the type of computer or device you are using. The purpose of collecting this statistical information is to determine the number of visitors to our site and the pages they have accessed. Rest assured, this data is collected in a manner that does not identify individuals. If we do collect personal information on our website, we will clearly indicate it on the relevant pages.

Please note that our website may contain links to other websites. If you choose to follow any of these links, please be aware that each website has its own privacy policies. We cannot be held responsible or liable for the privacy and security practices of these third-party websites. Your use of such websites is at your own risk.

If you need to get in touch with us, you can reach us through the following means:

Email: info@carezen.co.uk

Phone: 07784835729