

Privacy Policy: Pantheavalley Ltd

Pantheavalley Ltd is committed to protecting the privacy and security of individuals who interact with our website and services. This Privacy Policy explains how we collect, use, retain and protect personal data in accordance with the UK General Data Protection Regulation, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations, and the Data Use and Access Act 2025.

What We Collect

We may collect the following personal information from individuals using our services or website:

- Name and job title
- Contact information including email address and telephone number
- Postal address and postcode
- Demographic information such as preferences and interests
- Information relevant to customer enquiries, service assessments or care needs
- Health and care related information where required to deliver safe and appropriate care
- Information provided through recruitment applications
- Website usage data such as IP address and browser type

Where we provide domiciliary care or residential care services, we may process special category data, including health and safeguarding information. This is collected only where necessary to deliver safe, person centred and regulated care services.

What We Do With the Information We Collect

We collect and process personal data to understand your needs and provide safe, effective and lawful services. This includes:

- Internal record keeping
- Assessing care and support needs and developing care plans
- Delivering domiciliary care and residential care services
- Improving our services and website
- Sending promotional communications where consent has been given
- Contacting you for service updates, feedback or market research
- Meeting our legal and regulatory obligations

We only process personal data where we have a lawful basis to do so, including consent, contractual necessity, legal obligation, vital interests, public task, or legitimate interests as recognised under current legislation.

Legitimate Interests

In certain circumstances, we may process personal data under legitimate interests, particularly where it relates to safeguarding, preventing fraud, ensuring public safety, or maintaining information security. We ensure that such processing is fair, necessary and balanced against individual rights.

Security

We are committed to ensuring that personal data is secure. We have implemented appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect online and within our care services.

These measures include secure electronic systems, restricted access controls, staff training in data protection and confidentiality, and secure storage of paper records.

Electronic Communications

We comply with the Privacy and Electronic Communications Regulations. We will only send electronic marketing communications where consent has been provided or where otherwise permitted by law. You may opt out of marketing communications at any time. Please contact us at info@pantheavalley.co.uk. We will review your request and respond in accordance with data protection legislation.

Cookies

Our website uses cookies to monitor browsing preferences and improve user experience. You may choose to accept or decline cookies through your browser settings. Declining cookies may affect the functionality of the site.

Links to Other Websites

Our website may contain links to third party websites. Once you leave our site, we are not responsible for the protection or privacy of any information you provide on those websites. Please review their privacy policies separately.

Data Retention and Deletion

We store personal data securely and confidentially. Information will only be retained for as long as necessary to fulfil the purpose for which it was collected, to deliver care services, or to comply with legal and regulatory requirements.

If you wish to request deletion of your data, and where permitted by law, please contact us at info@pantheavalley.co.uk. We will review your request and respond in accordance with data protection legislation.

Your Rights

Under UK data protection law, you have the right to:

- Request access to your personal data
- Request correction of inaccurate information
- Request erasure in certain circumstances
- Request restriction of processing
- Object to processing
- Withdraw consent where applicable

If you wish to exercise any of these rights, please contact us at info@pantheavalley.co.uk

You also have the right to lodge a complaint with the Information Commissioner's Office if you believe your data has been handled incorrectly.

How to Contact Us

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Essex
IG6 1EE

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