

## **Privacy Policy**

### **Definitions**

“Care Home Murals” is a trading name of Michael Potter.

“User” and “You” means the person viewing this site.

“Customer” means the person viewing this site and who places or seeks to place an order with the Company.

“Ourselves” and “Us” and “We” means Care Home Murals.

“Contract” means the Contract entered into by the Care Home Murals and the Customer.

“Goods” means the Products and Services ordered by the Customer and which are the subject of the Contract.

“Order” means any order placed by the Customer for the supply of goods and services.

“Website” means the website [www.carehomemurals.co.uk](http://www.carehomemurals.co.uk).

### **Privacy Policy**

In order to process enquiries and/or orders, We may request certain necessary information from the User. We take the security of such information very seriously and undertakes to ensure the necessary steps are taken to protect the privacy of its Users.

This Privacy Policy sets out the different areas where User privacy is concerned and outlines the obligations & requirements of Users, Customers, the Website and Ourselves. This Policy also details the way this Website processes, stores and protects Customer data and information.

By using this website, and by submitting information to us through this Website, you signify your consent to our collection, use and disclosure of that information as set out in this Privacy Policy. If you do not agree with this, you must not use this Website or submit information to us through this Website.

We reserve the right to change this Privacy Policy. It is the responsibility of the User to check the Privacy Policy every time information is submitted to Us via this website. Use of the website signifies that you agree to any such changes.

This website complies with all UK national laws and requirements for user privacy.

### **Information Collection and Processing**

The Company may use, store and/or process personal information that relates to and identifies you, including but not limited to your name, postal address, e-mail address, telephone number and any other information collected on registration, on placing an order and through surveys to the extent reasonably necessary to provide the services that are available to you via our Website.

We process this information for the purpose of dealing with your inquiries and requests, providing and personalising our services, taking orders and maintaining information as a reference resource.

We also gather information and statistics for the purposes of monitoring Website usage and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify you.

If you choose to post messages in the Website forum or other message areas, We may collect that information, and retain it as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law.

If you stop using the Website, We may continue to use and disclose your personal information in accordance with this Privacy Policy and as permitted by law.

### **Information Security**

The Company implements various security procedures as set out in this policy.

Your user admin area is protected by your user name and password.

We believe that we operate appropriate policies, rules and technical measures to protect personal data that we hold from unauthorised access, improper use or disclosure, unauthorised modification, and accidental loss.

Your information may be disclosed, for processing, to our employees, third party consultants, contractors or other service providers who may access your personal information when providing services to us, our affiliate businesses, successors in title to our business, government and law enforcement agencies and in response to other legal and regulatory requests.

Our employees that have access to, and are associated with, the processing of your personal information are obliged to respect the confidentiality of our Users information.

You may request a copy of personal information that we may hold about you. Please write to Care Home Murals, Chestnut Cottage, Churchside, Harlaston, Tamworth B79 9HE. Where appropriate, you may have your personal information erased or amended. We will require proof of your identity before providing you with this information, and we will charge £10 to cover the administration costs (as deemed appropriate by the ICO).

### **Use of Cookies**

This Website uses cookies to enhance the Users' experience while visiting the Website. Cookies are small files saved to the User's computer hard drive that track, save and store information about the User's interactions and usage of the website. This allows the website, through its server, to provide the Users with a tailored experience within this website.

You are advised that if you wish to deny the use and saving of cookies from this website on to your computer's hard drive you should take necessary steps within your web browser security settings to block all cookies from this Website.

Where applicable this Website uses a cookie control system allowing the User on their first visit to the Website to allow or disallow the use of cookies on their computer / device. This complies with

preferred requirements for websites to obtain explicit consent from Users before leaving behind or reading files such as cookies on a User's computer / device.

This Website may use tracking software to monitor its visitors to better understand how they use it.

This software is provided by Google Analytics which uses cookies to track visitor usage. Cookies will not store, save or collect personal information. You can read Google's privacy policy here for further information [www.google.com/privacy.html](http://www.google.com/privacy.html).

### **Contact & Communication**

Users contacting this website and Ourselves do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 1998.

Every effort has been made to ensure that using a form on this website to submit an email is a safe and secure process, but Users are advised that using such a form is done at their own risk. This website and its owners use any information submitted to provide you with further information about the products / services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates, but only if this was made clear to you and your express permission was granted when submitting any form from this website, or where you the consumer have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates to. This is by no means an entire list of your user rights in regard to receiving email marketing material. Your details are not passed on to any third parties.

### **Email Newsletters**

This website operates an email newsletter program, used to inform subscribers about products and services supplied by this website. Users can subscribe through an online automated process should they wish to do so but do so at their own discretion. Some subscriptions may be manually processed through prior written agreement with the User.

Subscriptions are taken in compliance with UK Spam Laws detailed in the Privacy and Electronic Communications Regulations 2003. All personal details relating to subscriptions are held securely and in accordance with the Data Protection Act 1998. No personal details are passed on to third parties nor shared with companies / people outside of the company that operates this website. Under the Data Protection Act 1998 you may request a copy of personal information held about you by this website's email newsletter program. A small fee will be payable. If you would like a copy of the information held on you please write to Care Home Murals, Chestnut Cottage, Churchside, Harlaston, Tamworth B79 9HE. .

In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003 subscribers are given the opportunity to un-subscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If an automated un-subscription system is unavailable clear instructions on how to un-subscribe will be detailed instead.

### **External Links**

Although this website only looks to include quality, safe and relevant external links, Users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website.

We cannot guarantee or verify the contents of any externally linked website. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

### **Social Media Platforms**

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are subject to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. Neither this website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage Users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

### **Shortened Links in Social Media**

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default some social media platforms shorten lengthy urls [web addresses].

Users are advised to take caution and exercise good judgement before clicking any shortened urls published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine urls are published, many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

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