Privacy Policy

Friends For Needs Ltd

BY USING THE SERVICES OF FRIENDS FOR NEEDS LTD AND/OR BY PROVIDING US WITH ANY PERSONAL DATA, YOU GIVE YOUR EXPLICIT CONSENT THAT ALL PERSONAL DATA THAT YOU SUBMIT MAY BE PROCESSED BY US IN THE MANNER AND FOR THE PURPOSES DESCRIBED IN THE FOLLOWING PRIVACY POLICY AND IN COMPLIANCE WITH THE EFFECTIVE LAWS AND REGULATIONS ON PERSONAL DATA.

Respecting Your Privacy

We are committed to protecting and respecting your privacy. This Privacy Policy explains the following:

- how we use any personal information that we collect from you

- what we do with it when you email us, or use our website friendsforneeds.co.uk, or when you provide us with any personal data.

- What your rights are

The term "**personal data**" as used in this Policy, refers to information such as your full name, e-mail address, mailing address, telephone number, your date of birth or any other data that can be used to identify you.

The term **Sensitive personal data** as used in this policy refers to information relating to your health or medical conditions including details of any accessibility requirements, allergies or other health related problems. We may require details about any dietary needs to assist us with meal preparation.

FFN keep certain information when you contact our website – www.friendsforneeds.co.uk or when you purchase services from us, and recognize the importance of keeping that information secure and letting you know what data we have and what we will do with it. You may choose to provide us with information that is considered personal data.

Data Controller Information

Friendsforneeds.co.uk is owned by Friends For Needs Ltd (FFN) and we are the Data Controller, ensuring that we manage your data fairly and securely.

If you contact us, make enquiries about our services or book our services or otherwise take any action that involves providing personal data, you consent to this Policy, as well as to the storage of your data by FFN and to the collection, processing, transfer, and storage of your personal data.

What Information Do FFN Collect About You?

We collect information from you when you fill out a contact form from our website – friendsforneeds.co.uk , when you e-mail us, telephone us or when you request a home visit and when your purchase our services.

We will make it clear when we collect personal information and will explain what we intend to do with it. For example - your name and address will be stored so that we can send future invoices. We may also ring you or email you with regards to a current booking or future booking.

The type of data we hold may include:

- ❖ Name
- ❖ Email address
- ❖ Telephone Number
- ❖ Your mailing address
- ❖ Your Date of Birth
- ❖ Your Health Conditions
- ❖ Dietary requirements
- ❖ Any feedback you have given us
- ❖ Banking information if payment is processed through BACS

How Will We Use the Information About You?

Friends For Needs ltd, use the information you provide to process your invoices, book dates in our diary for home visits, and any feedback.

We will not share your personal data with other companies for marketing purposes. Should a client/colleague or companion ask for your contact details we will ask your permission before passing them on.

Lawful Basis for Processing Data

Friends For Needs Ltd use our customers' data when we need to do so in order to carry out the contract we are about to enter/have entered into with you. When you book our services, we need certain data in order to be able to undertake the booking and provide you with the service you have requested.
We may also request and collect feedback from service users which we use to help us continue to improve our service.

Access to your Information and Correction

You have the right to request a copy of the information that we hold about you, or to ask us to delete it. If you would like a copy of, for us to delete some or all of your personal information, you can email us at: enquires@friendsforneeds.co.uk

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information that you think is inaccurate.
If you think there is a problem with the way we are handling your data please inform us in writing and we will address it immediately. If you are still not satisfied you have a right to complain to the Information Commissioner's Office (ICO).

Changes To Our Privacy Policy

We keep our privacy policy under regular review and any changes or updates will be posted on my website. This policy was last updated on 8th September 2019.

Data Security and Confidentiality

We take the security and confidentiality of your personal data very seriously. We use up-to-date data storage and security techniques to protect your personal information from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction, or accidental loss.

- ❖ We will take all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information

- ❖ Digital storage of the personal information we hold will be done on secure servers, protected by passwords and firewalls.

- ❖ Data transferred electronically to and from us will be done so using secure methods, using encryption technologies where possible

- ❖ Personal information we hold in physical form will be held securely, with access limited to only those who require it

- ❖ All processors of personal data and any third parties we engage to process your personal information are obligated to respect the confidentiality of your information. We keep your personal data for only as long as reasonably necessary for the purposes for which it was collected or to comply with any applicable legal reporting or document retention requirements. We keep strict security standards to prevent any unauthorised access. We will delete any preparatory information you provide me with as soon as it becomes redundant/by the end of the day on which the assignment is completed