

We are CityTrust Investments Group t/a CityTrust Healthcare, a company incorporated in England and Wales. Our company number is 08943983, and our registered address is 40 High Street, South Normanton, Alferton DE55 2BP

("CityTrust Healthcare" / "we" / "our" / "us"). We are committed to ensuring that your privacy is protected. We comply with the General Data Protection Regulation ("UK GDPR") unless and until the UK GDPR is no longer directly applicable in the UK, together with any national implementing laws, regulations, and secondary legislation as amended or updated from time to time in the UK, and any successor legislation to the GDPR and the DPA (together "**Data Protection Legislation**"). We are the data controller of data you pass to us pursuant to this policy.

This Privacy Policy] sets out how we collect personal information from you and how the personal information you provide will be processed by us. By visiting the website at [www.citytrusthealthcare.co.uk](http://www.citytrusthealthcare.co.uk) (the "**Website**") you are accepting and consenting to the practices described in this Privacy Policy. If you do not consent, please do not submit any personal data to us.

## **What information does CityTrust Healthcare hold and how will we use it?**

**Information you give CityTrust Healthcare:** You may give us information about you by completing enquiry forms on the website or by requesting via the website that we send you marketing information. The information you give us may include your name, email address, address/location, and phone number.

We will retain this information while we are corresponding with you or providing services to you or to a Service User you represent. We will retain this information for the relevant retention period for the types of personal data listed above.

## **Information CityTrust Healthcare collects about you:**

CityTrust Healthcare may collect the following information from you when you fill in the contact form on our contact us page. This information will be your name and email address. Once your enquiry has been dealt with this information will be deleted.

## **Cookies**

The Website uses cookies to distinguish you from other users of the website. For detailed information on the cookies we use and the purposes for which we use them, please see our Cookie Policy on our website.

## **Use Made of the Information**

We may use the information we receive and/or collect about you to:

- Fulfil our obligations under any contract that we have entered into with you or with a Service User that you represent, and to provide you or the relevant Service User with information or services that you or the Service User has requested

We will not share, sell or distribute any of the information you provide to us (other than as set out in this policy) without your prior consent, unless required to do so by law.

## Third Party Sites

Our website may contain links to third party websites, including websites via which you are able to purchase products and services. They are provided for your convenience only and we do not check, endorse, approve or agree with such third-party websites nor the products and/or services offered and sold on them. We have no responsibility for the content, product and/or services of the linked websites. Please ensure that you review all terms and conditions of website use and the Privacy Policy of any such third-party websites before use and before you submit any personal data to those websites.

## How Safe is your Information?

Where we have given you (or where you have chosen) a password which enables you to access certain parts of the website or the Electronic Call Monitoring System, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Protecting your security and privacy is important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Legislation.

We will do our best to protect your personal data but the transmission of information via the Internet is not completely secure. Any such transmission is therefore, at your own risk.

## Disclosure of your Information

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006. We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter with them or you

Please note, we may need to disclose your personal information where we:

- Are under a legal duty to comply with any legal obligation or to enforce or apply NHS terms and conditions; or

## Your Rights in Respect of your Data

If you have any complaints about our use of your personal data, please contact us. You also have the right to complain to the relevant supervisory authority in your jurisdiction. In the UK, the supervisory authority is the Information Commissioner's Office. Contact details for the ICO can be found at <https://ico.org.uk/>.

If you have any further queries or comments on our Privacy Policy, please contact us via the following <https://citytrusthealthcare.co.uk/index.php/contact-us/> or you can contact us by emailing [tanya.hook@citytrusthealthcare.co.uk](mailto:tanya.hook@citytrusthealthcare.co.uk). We also welcome your views about our website.