

Privacy Notice – Website Users

What does this Privacy Notice cover?

This privacy notice describes when and why we collect personal information about people who visit our website www.tricuro.co.uk and how we use that information.

It forms the basis of our commitment that we will protect your personal information and will process it appropriately, fairly, and lawfully.

Who we are?

Tricuro is a local authority trading company, wholly owned by Bournemouth, Christchurch, and Poole Council. We provide care and support services to adults, their families, and carers. Our services include care at home; day services; care and nursing homes and carers services.

Tricuro is registered as a data controller with the Information Commissioner's Office (the ICO).

All Tricuro staff are aware of and contractually bound to comply with the General Data Protection Regulations 2018 and Tricuro's Code of Conduct, and they know and understand the importance of maintaining and protecting confidentiality of clients and people who contact us.

Why do we collect personal information through our website?

We collect and hold the information you provide when you complete an enquiry form on our website or send an enquiry through a Tricuro email link from the website. This will include your name, contact information and details of your enquiry.

Our lawful basis for collecting and processing this information is for our legitimate business purposes.

We use this information so we can respond to your enquiry and provide appropriate and sufficient information to enable you to decide if you would like us to provide a service to you or the person you are representing.

This might reasonably be expected as part of running our business and has a minimal impact on your privacy rights.

We only collect information which is proportionate to the purpose we have stated above.

How do we share personal information?

We will not share your information with any third-party business that intends to use it for their own purposes.

The company that hosts our website and provides technical support and back up services may have access to your personal information but will never use it for their own purposes.

We may contact you from time to time about our services or as part of marketing campaigns with regards to care and support that Tricuro offer. We do not share your details with 3rd party marketing providers.

How long do we keep website information?

The information submitted through an enquiry to our website is stored securely. We will retain that information for six months, when it will be securely destroyed or deleted.

What are your information and data retention rights?

Under the General Data Protection Regulations 2018 you have the right to request access to your information. This is known as a subject access request, or SAR.

You also have the right to have out of date or inaccurate data corrected, to request your data is deleted upon last contact prior to the retention period stated above if you feel it is not justified for us to keep it and to restrict the processing of your information.

Please contact us using the details below if you would like to exercise any of these rights or know more about them.

How do we use cookies and Google Analytics on our website?

Our website uses cookies. Cookies are pieces of information that allows the server (the computer that houses the website) to identify and interact more effectively with your computer. A different identification number is sent each time you use our website. Cookies do not identify individual users and no personally identifiable information is collected or used in this process.

You can configure your browser to accept all cookies, reject all cookies or notify you when a cookie is sent when you access a website. However, the Tricuro website may not function properly or may be considerably slower if you refuse cookies.

Cookies show how and when visitors use our website, identifying which areas are popular and which are not and may be used by Tricuro to better understand and improve the website by making it more responsive to the needs and preferences of website users.

To evaluate the effectiveness of our website, we may use third party services such as Google Analytics to collect standard internet information and details of visitor patterns, for example to find out the number of visitors to the various parts of the site and what pages they access.

No personally identifiable information is collected. It is processed in a way which does not identify anyone, and we do not make any attempt to find out the identities of people visiting our website by using Google Analytics.

What if I have a query, complaint or would like more information?

If you have any concerns or complaints about how we collect, use, hold or share your information, you should contact us without delay at:

Beech House, 28-30 Wimborne Road, Poole, Dorset BH15 2BU.
Telephone: 01202 797888
Email: enquiries@tricuro.org

If you are not satisfied with our response to a complaint, you can contact the Information Commissioner's Office:

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Telephone: 0303 123 1113.
Website: www.ico.org.uk