

## **PRIVACY POLICY**

### **1. Who We Are**

Voss Care Group Ltd

Company number: 14857107

Registered office: Astra House, The Common, Cranleigh, England, GU6 8RZ

Email: [care@vosscaregroup.com](mailto:care@vosscaregroup.com)

We are the data controller responsible for your personal data.

### **2. What Information We Collect**

We may collect: name, email address, telephone number, and enquiry details submitted via contact forms. We may also automatically collect IP address, browser type, device information, and usage data via cookies. We do not collect medical or special category data via our website forms.

### **3. How We Use Your Information**

We use your information to respond to enquiries, provide information about our services, arrange follow-up contact, improve our website, and maintain system security.

### **4. Lawful Basis for Processing**

Our lawful bases include legitimate interests (responding to enquiries), consent (marketing where opted in), and legal obligation where required.

### **5. Marketing Communications**

We will only send marketing emails if you have opted in or where permitted by law. You may unsubscribe at any time.

### **6. Data Sharing**

We do not sell personal data. We may share data with IT providers, hosting providers, CRM systems, and professional advisers where necessary.

## **7. Data Retention**

We retain enquiry data only as long as necessary to respond and maintain appropriate records, after which it is securely deleted or anonymised.

## **8. Data Security**

We implement appropriate technical and organisational measures including secure hosting and access controls. However, internet transmission is never completely secure.

## **9. Cookies**

Our website may use cookies to improve functionality and analyse usage. You can control cookies through your browser settings.

## **10. Your Rights**

Under UK GDPR, you have the right to access, rectify, erase, restrict, or object to processing, and to withdraw consent where applicable. You also have the right to complain to the ICO.

## **11. Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available on our website.