

## Website, Terms of use and Cookie Policy 2021

This Website, Terms of use and Cookie Policy together with our 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.ridgemedecareltd.co.uk](http://www.ridgemedecareltd.co.uk) (the “Website”) you are accepting and consenting to the practices described in this Website, Terms of use and Cookie Policy. If you do not consent, please do not submit any personal data to us.

### What information does Ridgemedede Care Ltd hold and how will we use it?

**Information you give Ridgemedede Care Ltd:** You may give us information about you by completing enquiry application forms/messaging on the Website, Facebook, Twitter, or Instagram or by requesting via the social media sites that we send you marketing information. The information you give us may include your name, email address, address/location, and phone number. This does not include all personal data processed by Ridgemedede Care Ltd but only personal data it collects through its Website, Facebook, Twitter, Instagram and Carehomes.co.uk.

### Emailing us:

Any emails, CV's, messages sent to us are recorded and forwarded to the relevant section of the business. The sender's details will remain visible to all staff tasked with dealing with the query or application form.

Please be aware that it is the sender's responsibility to ensure that the content of their emails is within the bounds of the law. Unsolicited material of a criminal nature will be reported to the relevant authorities and blocked.

### Calling our telephone number:

Ridgemedede Care Ltd does not collect Calling Landline Identification (CIL) or any other information on the origins of a call. We do not record or retain phone conversations.

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 a 12-month period for the types of personal data listed above.

**Information Ridgemedede Care Ltd collects about you:** Ridgemedede Care Ltd may collect the following information from you when you visit our social media pages:

**Technical information:** including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and Information about your visit, including the full Uniform Resource Locators (URL), clickstream through and from the website (including date and time), products you viewed or searched for, page response times, website errors, length of visits to certain pages, page interaction information, methods used to browse away from the page.

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We retain this information which is provided through our social media to help us improve our services to you, to provide you with the products/Job Vacancies you have requested, to inform you about additional services that may be of interest to you, for marketing purposes and for other operational and internal purposes.

**Information we receive from other sources:** This includes information we receive about you when you use other social media operated by us or other services we provide. This information may include your name, email address, postal address, and phone number. We will retain this information for the relevant period of 12 months to enable correspondence between Ridgemed Care Ltd and your request of further information.

### Cookies

Social Media 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 Appendix 1.

Cookies are small text files which are stored by the browser on your computer. Only the information that you provide, or the choices you make while visiting a website, can be stored in a cookie. Allowing a website to create a cookie does not give that or any other site access to the rest of your computer, and only the site that created the cookie can read it.

Cookies also enable the website developer to understand how people are using the website, so that we can improve the online experience they provide. Most browsers can be programmed to reject cookies, or to warn you before you download them, however this may hinder your experience of the websites you visit. Information on how to manage cookies may be found in your browser's help button.

### Use Made of the Information

Ridgemed Care Ltd may use the information we receive and/or collect about you to:

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

- Send you newsletters and marketing information if you have consented to us doing so
- Notify you of products and services we feel may interest you
- Monitor website usage and provide statistics to third parties for the purposes of improving and developing the website and the service we provide via the website.

## **Website, Terms of use and Cookie Policy 2021**

Ridgemedede Care Ltd processes personal information for certain legitimate business purposes, which include some or all the following:

Where the processing enables Ridgemedede Care Ltd to enhance, modify, personalise, or otherwise improve the website, its service, or communications

- To identify and prevent fraud
- To enhance the security of Ridgemedede Care Ltd network and information systems
- To better understand how people interact with Ridgemedede Care Ltd website, Facebook, Twitter, and Instagram
- To administer social media and carry out data analysis, troubleshooting and testing; and to determine the effectiveness of promotional campaigns and advertising

Where we are processing personal data, we have obtained via the website, Facebook, Twitter, Instagram or Carehomes.co.uk on the basis of having obtained consent from you, you have the right to withdraw your consent to the processing of your personal data at any time. If you would like to withdraw your consent or prefer not to receive any of the above-mentioned information (or if you only want to receive certain information from us) please let us know by contacting us via the following email [ridgemedecare@hotmail.co.uk](mailto:ridgemedecare@hotmail.co.uk). Please bear in mind that if you object, this may affect our ability to carry out the tasks above for your benefit.

If you wish to have your information removed from our database or if you do not want us to contact you for marketing purposes, please let us know by contacting us via the following email [ridgemedecare@hotmail.co.uk](mailto:ridgemedecare@hotmail.co.uk) and we will take steps to ensure that this information is deleted as soon as reasonably practicable.

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 social media may contain links to third party websites, including websites via which you are able to purchase 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 service of the linked websites. Please ensure that you review all terms of use and the Privacy Policy of any such third-party websites before use and before you submit any personal data to those websites.

## **Website, Terms of use and Cookie Policy 2021**

### **How Safe is your Information?**

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. Our social media is protected by various levels of security technology, which are designed to protect your information from any unauthorised or unlawful access, processing, accidental loss, destruction, and damage. 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
- Third parties who may wish to contact you in respect of services or products they offer or sell which may be of interest to you, provided we receive your consent to such disclosure; and/or advertisers and advertising networks that require the data to select and serve relevant adverts to you and analytics and search engine providers that assist us in the improvement and optimisation of the website

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

- Sell any or all our business or assets or we buy another business or assets in which case we may disclose your personal data to the prospective buyer or seller
- Are under a legal duty to comply with any legal obligation or to enforce or apply our terms and conditions; or need to disclose it to protect our rights, property or the safety of our customers or others, including the exchange of information with other companies, organisations and/or governmental bodies for the purposes of fraud protection and credit risk reduction

## **Website, Terms of use and Cookie Policy 2021**

### **Terms of use**

Please read these terms of use ("terms of use", "agreement") carefully before using our social media inclusive of [www.ridgemedecareltd.co.uk](http://www.ridgemedecareltd.co.uk) Facebook, Instagram Twitter, Carehome.co.uk website ("website", "service") operated by Ridgemedecare Ltd ("us", "we", "our").

### **Conditions of use**

By using our social media, you certify that you have read and reviewed this Agreement and that you agree to comply with its terms. If you do not want to be bound by the terms of this Agreement, you are advised to leave the website accordingly. Ridgemedecare Ltd only grants use and access of this social media, its products, and its services to those who have accepted its terms.

### **Privacy policy**

Before you continue using our social media, we advise you to read our privacy policy regarding our user data collection. It will help you better understand our practices.

### **Age restriction**

You must be at least 16 years of age before you can use this website. By using this website, you warrant that you are at least 16 years of age, and you may legally adhere to this Agreement. Ridgemedecare Ltd assumes no responsibility for liabilities related to age misrepresentation.

### **Intellectual property**

You agree that all materials, products, and services provided on this website are the property of Ridgemedecare Ltd, its affiliates, directors, officers, employees, agents, suppliers, or licensors including all copyrights, trade secrets, trademarks, patents, and other intellectual property. You also agree that you will not reproduce or redistribute the Ridgemedecare Ltd intellectual property in any way, including electronic, digital, or new trademark registrations.

You grant Ridgemedecare Ltd a royalty-free and non-exclusive license to display, use, copy, transmit, and broadcast the content you upload and publish. For issues regarding intellectual property claims, you should contact [Ridgemedecare@hotmail.co.uk](mailto:Ridgemedecare@hotmail.co.uk) in order to come to an agreement.

### **User accounts**

As a user of our social media, you may be asked to register with us and provide private information. You are responsible for ensuring the accuracy of this information, and you are responsible for maintaining the safety and security of your identifying information. You are also responsible for all activities that occur under your submission.

If you think there are any possible issues regarding the security of your account on the social media, inform us immediately so we may address it accordingly.

We reserve all rights to terminate accounts, edit or remove content and cancel orders in their sole discretion.

### **Applicable law**

By visiting our social media, you agree that the laws of the UK without regard to principles of conflict laws, will govern these terms and conditions, or any dispute of any sort that might come between Ridgemedecare Ltd and you, or its business partners and associates.

## **Website, Terms of use and Cookie Policy 2021**

### **Disputes**

Any dispute related in any way to your visit to our social media or to products you purchase from us shall be arbitrated by UK court and you consent to exclusive jurisdiction and venue of such courts.

### **Indemnification**

You agree to indemnify Ridgemedede Care Ltd and its affiliates and hold Ridgemedede Care Ltd harmless against legal claims and demands that may arise from your use or misuse of our services. We reserve the right to select our own legal counsel.

### **Limitation on liability**

Ridgemedede Care Ltd is not liable for any damages that may occur to you as a result of your misuse of our social media.

Ridgemedede Care Ltd reserves the right to edit, modify, and change this Agreement any time. We shall let our users know of these changes through updating our Policies. This Agreement is an understanding between Ridgemedede Care Ltd and the user, and this supersedes and replaces all prior agreements regarding the use of our social media.

### **Viruses, hacking and other offences**

You must not misuse our site by knowingly or recklessly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored, or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990 and other relevant laws in this and other jurisdictions. We will report any such breach to the relevant law enforcement authorities, and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or on any website linked to it.

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### COOKIES WEBSITE STATEMENT

Cookies are small text files which a website may put on your computer or mobile device when you first visit the website. The cookies will help the website recognise your device the next time you visit. Web beacons or other similar files can also do the same thing. We use the term “cookies” in this policy to refer to all files that collect information in this way.

We use cookies to distinguish you from other users of the website. This helps us to provide you with a good experience when you use the website and also allows us to improve the services, we provide to you. On revisiting the website, we will be able to obtain information about your previous visits and about your computer including where available, your IP address, operating system, and browser type, for system administration. This is statistical data about your browsing actions and patterns and does not identify you. For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are essential to enable you to move around the website and use its features, such as accessing secure areas of the website. Disabling them may mean you are not able to access parts of our website.
- **Analytical or performance cookies.** We use these cookies to collect information about how visitors use the website, for instance which pages visitors go to most. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. Some of these cookies are known as analytic cookies which allow us to monitor website traffic using industry accepted third parties.
- **Functionality cookies.** These cookies are used to recognise you when you return to our website and to remember changes you have made to things such as text size, fonts, and other parts of the website you can change so we can personalise our content for you.
- **Targeting cookies.** We use these cookies to record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may share this information with third parties for this purpose

- For more details on the specific cookies we use, why we use them and when they will expire, please see **Appendix 1** of this Website and Cookie Policy.

[Please note that third parties (such as advertising networks and providers of external services) may also use cookies on our social media, over which we have no control. These cookies are likely to be analytical cookies, performance cookies or targeting cookies. We have added the direct links to these websites.

## **Website, Terms of use and Cookie Policy 2021**

**Appendix 1** of this Website, Terms of use and Cookie Policy 2021 provides a list of the third parties who may use these cookies and the reasons for which they use them.

Most browsers accept cookies automatically, but you can change your cookie preferences by adjusting your browser settings to refuse the setting of all or some cookies if you prefer. You can usually do this by visiting the “options” or “preferences” menu on your browser. Please note, however, that if you do this and choose to block all cookies (including essential cookies) we cannot guarantee that your experience will be as fulfilling as it would otherwise be, and you may not be able to access all or parts of our website.

Where we collect personal data as part of our use of cookies on our social media, we will do so in accordance with this policy

## **Website, Terms of use and Cookie Policy 2021**

### **Your Rights in Respect of your Data**

If any of the information you provide to us via the website, Facebook, Twitter, Instagram or Carehomes.co.uk changes, please let us know as soon as possible so that we can make the necessary changes to the information we hold for you on our database. If you wish to make any changes to your information, please contact us via the following email: [ridgemedecare@hotmail.co.uk](mailto:ridgemedecare@hotmail.co.uk).

If you wish to access or rectify the information we hold about you, or request that such information be transmitted directly to another data controller, please contact us via the following email [ridgemedecare@hotmail.co.uk](mailto:ridgemedecare@hotmail.co.uk). We shall process your request to access your information within one month of receipt, or we will let you know within that timeframe if we need more information from you. We will process your request free of charge.

To request that your information is deleted or if you wish to restrict or object to the processing of your information, please contact David Chummun Data Protection Officer via the following email [ridgemedecare@hotmail.co.uk](mailto:ridgemedecare@hotmail.co.uk).

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 policies, please contact us contact us by emailing [ridgemedecare@hotmail.co.uk](mailto:ridgemedecare@hotmail.co.uk). We also welcome your views about our Website, Facebook, Twitter, Carehomes.co.uk or our Instagram social media sites and our Website, Terms and Conditions Cookie Policy.

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### Appendix 1

Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Essential
hs	Used for security reasons	Session	Essential
svSession	Used in connection with user login	2 years	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential
bSession	Used for system effectiveness measurement	30 minutes	Essential
fedops.logger.sessionId	Used for stability/effectiveness measurement	12 months	Essential
wixLanguage	Used on multilingual websites to save user language preference	12 months	Functional
ssr-caching	Same-site connections only	20 mins	Functional
Facebook Cookies	<a href="https://www.facebook.com/policy/cookies/">https://www.facebook.com/policy/cookies/</a>	For your information, please click on the links on the left for further support	
Instagram Cookies	<a href="#">Instagram Cookie Policy</a>		
Twitter Cookies	<a href="#">Twitter Cookie Policy</a>		
Carehome.co.uk	<a href="https://www.carehome.co.uk/terms/#privacy">https://www.carehome.co.uk/terms/#privacy</a>		
Google Opt out	<a href="https://tools.google.com/dlpage/gaoptout">https://tools.google.com/dlpage/gaoptout</a>		

## Website, Terms of use and Cookie Policy 2021

Google Analytics sets cookies to help us estimate accurately the number of visitors to the website, and how much use it gets. This information helps us improve the quality of the website.

_utma	Used by Google Analytics to identify users anonymously, to record new visitors and repeat views.	2 years
_utmb	Used by Google Analytics to establish a session.	30 minutes
_utmc	Used by Google Analytics to establish a session.	When you close your browser
_utmz	Used by Google Analytics to record information about how visitors arrive at the page, helping us to see how you found the site, and how effective the navigation is.	6 months

Note: All QCS and Ridgemedede Care Ltd Policies are reviewed annually, more frequently, or as necessary.