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## Cooper Care Consultancy Ltd

## Customer privacy notice

## Contact details

### Telephone 07737177530 Email info@coopercareconsultancy.com

## Part 1: When you access our website via Wix

**Part 2: When you engage with our services**

**Part 1**

**\*\*Introduction\*\***

We value your privacy and are committed to protecting your personal data. This policy explains how we collect, use, and share your information.

**\*\*Data Collection\*\***

We collect personal data such as your name, email address, and IP address through forms and cookies on our website.

**\*\*Data Usage\*\***

We use your data to improve our services and for marketing purposes. Our legal basis for processing your data includes your consent and our legitimate interest.

**\*\*Data Sharing\*\***

We may share your data with third-party service providers, such as payment processors, to facilitate our services.

**\*\*Data Security\*\***

We implement security measures to protect your data. In case of a data breach, we will notify you promptly.

**\*\*User Rights\*\***

You have the right to access, correct, delete, and restrict the use of your data. You can also request data portability.

**\*\*Cookies and Tracking\*\***

We use cookies to enhance your experience. You can manage your cookie preferences through your browser settings. The following links explain how to access cookie settings in various browsers:

* [Cookie settings in Firefox](http://support.mozilla.com/en-US/kb/Enabling%20and%20disabling%20cookies)
* [Cookie settings in Internet Explorer](https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies)
* [Cookie settings in Google Chrome](http://www.google.com/support/chrome/bin/answer.py?answer=95647)
* [Cookie settings in Safari (OS X)](http://support.apple.com/kb/PH17191?viewlocale=en_US&locale=en_US)
* [Cookie settings in Safari (iOS)](https://support.apple.com/en-us/HT201265)
* [Cookie settings in Android](https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en&oco=0)

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

**Types of Cookies**

In general, the cookies which are initially placed on Wix website may be categorized as essential cookies. Take a look at the table below to see which cookies we place on Wix sites:

| **Cookie Name** | **Purpose** | **Duration** | **Cookie Type** |
| --- | --- | --- | --- |
| XSRF-TOKEN | Cookie for fraud detection of calls | Session | Essential |
| hs | Security Cookie for Hive (legacy) | Session | Essential |
| svSession | Session cookie for identification | 6 months | Essential |
| SSR-caching | Performance cookie for rendering | 24 hours | Essential |
| TS\* | Cookies for attack detection | Session | Essential |
| bSession | Used for system effectiveness measurement | 24 hours | Essential |
| fedops.logger.sessionId | Tracking session errors and issues (resilience) | 12 months | Essential |
| \_wixAB3|\* | Cookie for site experiments | 6 months | Essential |
| server-session-bind | Cookie for API protection | Session | Essential |
| client-session-bind | Cookie for API protection | Session | Essential |

**\*\*Contact Information\*\***

If you have any questions or concerns, please contact us at using the details at the top of this notice.

**\*\*Updates to the Policy\*\***

We may update this policy from time to time. We will notify you of any changes by posting the new policy on our website.

**Part 2**

## What information we collect, use, and why

We collect or use the following information to **comply with legal requirements**:

* Name
* Contact information
* Health and socail care needs

We also collect or use the following information to **comply with legal requirements**:

* Health information

## Lawful bases

Our lawful bases for collecting or using personal information for **legal requirements** are:

* Consent
* Contract
* Legal obligation
* Legitimate interest:
	+ As a LPA certificate provider we need to complete mental capacity assessments ask questions and document answers. Guidance provided by the Office of the Public Guardian OPG recommends that a certificate provider retains a record of the questions they ask the donor and the answers the donor provides. This is in case someone challenges the donor’s capacity to make an LPA. In that instance, the certificate provider could be asked to explain to the Court how they formed their opinion. It is advisable to keep these notes until at least the LPA has been registered with the OPG, or longer if the certificate provider thinks it is possible that someone may object to the LPA in future. Once your LPA has been reqistered we will no longer keep the information we hold
	+ Our advocacy service is independent from social services and the NHS, but we will communicate with them on your behalf if you need us too. As a advocacy service that supports people through the Continuing Healthcare process we need to view health and social care records and your assessment. This may also include records produced by care homes and care providers. Any documents will be retained during the period of our advocacy work only.

## Where we get personal information from

* People directly
* Health care providers

## How long we keep information

We will retain your information until our involvement has concluded or until you ask us to delete/destroy the information.

## Who we share information with

### Others we share personal information with

* Health care providers
* Organisations we need to share information with for safeguarding reasons

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don’t usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated

3 July 2024