

Privacy Promise

Last updated: 20 January 2025

Welcome to Ochil Care Ltd. We are committed to protecting your personal information and being transparent about how we use it.

Who We Are

We are Ochil Care Ltd, based at:

20 East Vennel, First Floor, Room 3 – 6,
Alloa, Clackmannanshire,
FK10 1ED

Telephone: 01259 764 965

Phone: 07810 620 706

Website: www.ochilcare.co.uk

What This Policy Covers

This policy explains:

- What personal data we collect through our website
- How we use your data
- How long we keep it
- Your rights
- Who we may share it with

The Information We Collect

We collect information when you:

- Call to enquire
- Request marketing information
- Contact us via the website

This may include:

- Your name
- Email address
- Phone number
- Your address or location
- Any other details you choose to share

We also collect technical data, such as:

- IP address
- Browser type and settings

- The pages you visit and how you interact with them

We may also collect information from other websites we run or services we provide.

Why We Use Your Information

We use your data to:

- Respond to your enquiries
- Provide our services
- Send you newsletters and marketing (if you've agreed)
- Improve our website and services
- Prevent fraud and maintain security

We will only contact you for marketing if you've given us permission. You can withdraw your consent at any time.

How Long We Keep Your Data

We only keep your data as long as necessary. This depends on:

- How long we are in contact with you
- The type of data and why it was collected
- Legal or regulatory requirements

If you'd like more details, please contact us.

Cookies

We use cookies to make our website work better. For details, please see our Cookie Policy.

Sharing Your Information

We may share your data with:

- Our group companies
- Trusted service providers who help us run our website or deliver our services
- Third parties (but only with your consent)

We may also share your data:

- If required by law
- To protect our rights or those of others
- If we sell or buy a business

We will never sell your personal data.

Your Rights

You have the right to:

- Access the personal data we hold about you
- Correct inaccurate data
- Ask us to delete your data
- Restrict or object to how we use it
- Ask us to send your data to someone else

To exercise these rights, please contact us at [insert email] or visit [insert webpage link].

Keeping Your Data Safe

We take your privacy seriously. We have strong security measures in place to protect your data. However, sending information online is not 100% secure, so please take care.

Third Party Links

Our website may contain links to other websites. We are not responsible for their content or privacy practices. Please check their policies before giving them your data.

Contact Us

If you have any questions about this policy or your personal data, please contact us via:

 info@ochilcare.co.uk

 www.ochilcare.co.uk

You also have the right to contact the Information Commissioner's Office (ICO) – www.ico.org.uk