



# Encompass Care Privacy Policy

## Our Contact Details:

Name: Encompass Care

Address: 200 Bridport Road, Poundbury, Dorset DT1 3BN

Phone Number: 01305 267483

E-mail: [info@encompasscare.org.uk](mailto:info@encompasscare.org.uk)

Web address: <https://www.encompasscare.org.uk>

At Encompass Care we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Statement explains how we collect, use, and safeguard your data, while upholding our company values and mission.

## Our Values

- Honesty
- Inclusivity
- Kindness
- Dignity
- Integrity

## Our Mission

Encompass Care supports people with learning disabilities and those facing a period of mental ill health.

We exist to enable and empower people to live their best lives.

Through our work, people we support can achieve true independence, positive wellbeing and self-worth.

## Information we Collect

We may collect personal information from you when you interact with us, such as when you inquire about our services, apply for a job, donate, or subscribe to our newsletter. The types of information we may collect include:

- Full name
- Contact details (e.g., email address, phone number, address)
- Personal information related to your caregiving needs or support requirements.
- Employment history and qualifications (for job applicants)
- Financial information (for donations or payroll purposes)

## How we get the Personal Information and why we have it

Most of the personal information we process is provided to us directly by you, however we also receive personal information indirectly, from the following

sources in the following scenarios: Websites, Cookies and web beacons. Company records and Social Media.

## **How we use Your Information**

We use the information we collect for the following purposes:

- To provide and personalise our services.
- To communicate with you and respond to your enquiries.
- To process donations and maintain donor records.
- To assess job applications and manage the recruitment process.
- To send you newsletters and promotional materials (with your consent).
- To comply with legal obligations.

## **How we Protect Your Information**

We have implemented appropriate technical and organisational measures to safeguard your personal information and prevent unauthorised access, disclosure, or misuse. We regularly review and update our security practices to ensure the ongoing confidentiality and integrity of your data.

## **Sharing Your Information**

We may share your personal information with third parties in the following circumstances:

- With your consent or as necessary to fulfil your requests.
- With our trusted partners and service providers who assist us in delivering our services.
- With regulatory authorities or law enforcement agencies as required by applicable laws.

## **How we Store Your Personal Information**

Your information is always securely stored. We keep all records stored for the specified time required. We will then dispose of your information by deleting electronic files or professionally destroying paper copies by a certified company.

## **Retention of Your Information**

We will retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Statement, or as required by law. When your information is no longer needed, we will securely dispose of it in accordance with our data retention policies.

## **Your 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 information.
- **Your Right to Rectification** - You have the right to ask us to rectify personal information 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 information in certain circumstances.
- **Your Right to Restriction of Processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your Right to Object to Processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your Right to Data Portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. Please contact us if you wish to make a request, we have one month to respond to you.

### **How to Complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us directly.

You can also complain to the Information Commissioner's Officer (ICO) if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>

### **Contact Us**

If you have any questions or concerns about our privacy practices or wish to exercise your rights, please contact our Caldicott Guardian or Data Protection Officers:

- Lisa Rowland-Hall – Governance Director
- Fil Gomes - IT Services Manager
- Megan Muircroft – HR Manager

Email: [info@encompasscare.org.uk](mailto:info@encompasscare.org.uk)  
Phone: 01305 267483

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