

Edenrose Care Services – Website Privacy Policy

Last updated: 25/03/2026

At Edenrose Care Services, we are committed to protecting your privacy and ensuring that your personal information is handled with the highest standards of confidentiality, integrity, and transparency. As a provider of bespoke, person-centred care services, we understand the importance of safeguarding sensitive information and maintaining the trust of the individuals, families, and professionals we support.

This Privacy Policy outlines how we collect, use, store, and protect your information when you visit our website or contact us for enquiries about our care services.

1. Who We Are

Edenrose Care Services is a provider of bespoke home-based care, delivering personalised support driven by innovation, experience, and industry-leading knowledge.

For all data protection matters, you may contact us at:

Email: enquiries@edenrosecare.com

Telephone: 01491 527825

Address: The Henley Building, Newtown Road, Henley-on-Thames, Oxfordshire, RG9 1HG

2. Information We May Collect

We may collect the following types of information when you visit our website, submit enquiries, or request services:

a. Personal Information

- Name
- Contact details (email address, telephone number, postal address)
- Information provided in enquiry forms
- Recruitment information (CV, qualifications, employment history)

b. Technical Information

- IP address
- Browser type, device type, operating system
- Website usage data (via cookies and analytics tools)

c. Service-Related Information

- Details related to your care enquiry or support needs
- Preferences and communication history

We only collect the information necessary to respond to enquiries, provide services, or improve our website's performance.

3. How We Use Your Information

Your information may be used for the following purposes:

- To respond to your enquiries and provide information about our services
- To manage and deliver care services when requested
- To process recruitment applications
- To improve our website, user experience, and service delivery
- To fulfil legal, regulatory, and safeguarding obligations
- To communicate important updates or service information

We do **not** sell, share, or distribute your personal information for marketing purposes without your explicit consent.

4. Lawful Basis for Processing

We process personal information under the following lawful bases:

- **Consent** – when you submit a form or request information
 - **Contract** – when we provide care services or recruitment processing
 - **Legal obligation** – safeguarding, regulatory compliance, employment law
 - **Legitimate interest** – ensuring effective service delivery and website functionality
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5. How We Store and Protect Your Information

We take data protection seriously and use a combination of technical and organisational measures to keep your information safe, including:

- Secure encrypted systems
- Restricted access to authorised personnel only
- Regular data protection training

- Secure storage and disposal of records
 - Compliance with GDPR and UK Data Protection Regulations
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6. Sharing Your Information

Your information may be shared only when necessary with:

- Healthcare professionals involved in your care
- Regulatory bodies when legally required
- IT providers and secure hosting services
- Recruitment and HR processing teams (for job applicants)

We never share data unnecessarily and ensure all third parties comply with GDPR obligations.

7. Your Rights Under Data Protection Law

You have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request deletion of your data (where appropriate)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

To exercise these rights, contact us at: enquiries@edenrosecare.com

8. Cookies and Website Tracking

Our website uses cookies to improve your browsing experience and analyse website performance. You may accept or decline cookies at any time through your browser settings. A full Cookie Policy can be provided upon request or added to your website.

9. Retention of Information

We retain personal information only for as long as necessary to fulfil the purpose for which it was collected, or as required by law, safeguarding regulations, and industry standards.

10. Links to External Websites

Our website may contain links to external websites. Edenrose Care Services is not responsible for the privacy policies or content of these third-party sites.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in legislation, services, or data protection practices. The latest version will always be available on our website.

12. Contact Us

If you have any questions about our Privacy Policy or wish to exercise your data protection rights, please contact:

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