

Privacy Policy

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Blossoming Care Ltd (Company Number **15487146**), registered at Suite 1, 82 James Carter Road, Mildenhall, Bury St. Edmunds, England, IP28 7DE, is the data controller for the purposes of UK GDPR and Data Protection Act 2018.

Blossoming Care Ltd respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information when you use our website.

1. Information We Collect

We collect personal information that you voluntarily provide through the following forms on our website:

- » **Contact Form:** Name, phone number, email address, and your message.
- » **Enquiry Form:** Name, phone number, email address, your message, and service of interest.
- » **Review Form:** Review title, review content, reviewer name, and email address (note: the email address is collected for verification purposes only and will not be published on our site).

Like most websites, our hosting provider may automatically collect limited technical information (such as your IP address, browser type, and basic usage data) for security, performance monitoring, and troubleshooting purposes. We may also use cookies or similar technologies to improve your experience and understand how visitors use our site. If you upload content (including reviews, media, or links), please avoid sharing sensitive personal information. Images may contain embedded location data (EXIF) which visitors can extract if published.

2. How We Use Your Information

We use the information you provide to:

- » Respond to your enquiries and provide information about our services.
- » Publish your submitted reviews (reviewer name and review content may appear publicly, but your email will remain private).
- » Improve our website and user experience.
- » Ensure compliance with our review guidelines and prevent misuse.

We do not use your information for marketing purposes without your explicit consent.

3. Legal Basis for Processing

We process your information under the following lawful bases:

- » **Consent:** When you voluntarily submit your details via a form or submit a review.
- » **Legitimate Interest:** To respond to enquiries and manage reviews in line with our guidelines.
- » **Legal Obligation:** Where required to comply with UK law or regulatory requirements.

4. Data Storage & Security

- » Your personal data is stored securely and is only accessible to authorised staff.
- » We take reasonable technical and organisational measures to protect your information against unauthorised access, alteration, or disclosure.
- » We do not collect or process sensitive health data through this website. If such information is needed as part of our services, it will be handled separately and securely.
- » We use encryption, firewalls, and role-based access controls. Data is hosted in the UK/EU. Where service providers transfer data outside the UK, we ensure appropriate safeguards (such as Standard Contractual Clauses) are in place.

5. Data Retention

- » Contact and enquiry form details are kept for up to 12 months. Reviews are retained indefinitely unless withdrawn. We ensure deletion extends to backups and archives within 12 months unless you have instructed us to delete the data.
- » If you become a client, or where the law allows (for example, under the soft opt-in rule), we may also retain and use your contact details to send you information about our services. You can opt out of receiving marketing communications at any time by contacting us or using the unsubscribe option provided.
- » Published reviews will remain on the website unless removed by you or by us (e.g., if they breach our guidelines).
- » Any personal data no longer required will be securely deleted.

6. Your Rights

Under UK GDPR, you have the right to:

- » Access the personal data we hold about you.
- » Request correction of inaccurate information.
- » Request deletion of your personal data.
- » Restrict or object to our processing of your data.
- » Withdraw your consent at any time (where processing is based on consent).

To exercise these rights, please contact us at: info@blossomingcare.co.uk

7. Cookies & Analytics

We may use cookies to improve functionality and collect anonymised statistics about website use. You can control or disable cookies through your browser settings.

8. Sharing Your Information

We use trusted third-party service providers (e.g., hosting, IT support), who act as processors under contractual obligations. We do not transfer your data outside UK/EU for any purposes and ensure to mention in the contract with third party providers such as Access Care Planner.

We do not sell, rent, or trade your personal information. Your data will only be shared:

- » With authorised staff who manage enquiries and reviews.
- » With service providers who support our website and are bound by confidentiality.
- » If required by law or to comply with regulatory obligations.

9. Changes to This Policy

This Privacy Policy was last updated on _____. Future updates will be published here, with significant changes notified via our website or direct contact if appropriate.

10. Contact Us

If you have questions about this Privacy Policy or how we handle your data, please contact:



Email: info@blossomingcare.co.uk

Website: <https://blossomingcare.co.uk>