**PRIVACY POLICY**

**SOS Care Services, for the purposes of the information which you provide to us, acts as the data controller.**

This means that we are responsible for what happens to the information that you give to us. We will always comply with the Data Protection Act 1998 and make sure that we keep your data secure and steps are taken to prevent any unauthorised access to your information.

**WHAT DATA DO WE COLLECT?**

We collect all the information which you submit to us. For example, when you sign up to receive our newsletter or when you communicate with us in any way. This information will include any contact details, account details, preferences, interests and details of any complaints you may have made. We will also collect information when you buy from us on our website.

We also look at your activity on our website, for example what device you’re using and what products you’re looking at. Much of this information is collected by cookies – click here to view our Cookie Policy.

**WHAT DO WE DO WITH YOUR DATA?**

We use your data to fulfil any orders you place with us. We also use your data for marketing purposes which may mean that you will receive marketing communications from us.

**HOW DO I MANAGE MY DATA?**

We always give you the choice of whether you wish to receive marketing communications from us. By contacting us you can tell us that you do not wish to receive marketing communications from us and we will update our records. You can also click on the unsubscribe link in any promotional emails.

If at any time you want to talk to us about your data, for example if you spot a mistake, or if you want to change how we market to you, please also contact us.

If you have a complaint about our handling of data, you have the right to involve the Information Commissioner – but please inform us first so that we may have the opportunity to address any issues directly with you.