

Privacy Notice

1. Introduction

At ECHO (“we”, “us”, “our”) we care about your personal information, so we have prepared this Privacy Notice (“Notice”, “the Notice”, “this Notice”) to inform you of how we collect, use, store and share your information when you contact us or visit our website.

ECHO complies with the Data Protection Act 2018 (DPA) which is derived from the General Data Protection Regulation 2016/679 (“GDPR”), and any local or European laws on data protection, as amended from time to time. ECHO is registered as a data controller as defined in the GDPR with the data protection regulator in the UK, the Information Commissioner’s Office (ICO).

This Notice explains the following:

- What information we collect about you.
- How we use the information we collect about you.
- When we may use your details to contact you.
- Whether we will share your information with anyone else.
- How long we will keep your information for.
- How you can control your personal information.

At ECHO we are committed to upholding the privacy rights of our Service Users, customers, partners, visitors to our website and any other natural person who contacts us or whose personal information we may collect or control.

This Notice is intended for:

- Visitors to our website.
- Subscribers to our newsletters or marketing lists.
- Natural persons contacting us through the forms available on the website or the enquiry@, referrals@ or recruitment@echouk.net email addresses; or by any of the contact numbers displayed.

This Notice applies only to the actions of ECHO, users of our website and natural persons contacting us. Our website may contain links to third-party websites; however, this Notice does not extend to any other service or website, including but not limited to, any links we may provide to social media websites. We have no control over how your information is collected, stored or used by third-parties and would advise you to check the Privacy Notice of every website you visit before submitting any personal information to them.



“Promoting well-being and individualised services”

By using or accessing our website you agree to the terms of this Notice. We may at times update this Notice to reflect changes to our information practices, the most up to date version will always be available on our website.

2. Who are we?

For the purpose of applicable Data Protection Laws ECHO (and the Companies in the Group) are the “Data Controller” of your personal information.

This means that ECHO determines the purposes for which, and the manner in which, your personal information is processed.

If you have any questions or concerns regarding this Notice or the use of your personal information you can contact us at: enquiry@echouk.net.

3. Information we collect.

When you access and use our website or contact us in any way, we may collect your personal information. We only collect information that we know we will genuinely use. The personal information we collect includes (a) information you provide to us; and (b) information we automatically collect or generate. We have set out below more details about these types of information:

Information that you provide to us

- Contact details (such as your name, e-mail address, job title, place of work).
- Demographic information (such as your age, gender, location).
- Information provided as part of a query or referral (such as your reason for contacting us and details of any services required, this may include a summary of any physical or mental health conditions you or a third-party you are acting on behalf of suffers from).
- Information provided as part of an online Application for Employment.

Information we automatically generate or collect

As you use our website we may automatically generate and collect information about your engagement. This information may include:

- Information about your device, operating system, browser and IP address.
- Other unique identifiers associated with your device.
- Details of web pages that you have visited.
- How long you spend on certain areas of our website together with the date and time of your visit and usage.



“Promoting well-being and individualised services”

In addition, when you use our website, we may collect information using automated interaction such as cookies. For further information on our use of cookies please see our cookies policy.

4. How do we use your personal information?

We will use the information we collect for a number of purposes including the following:

- To provide you with our services and to deal with your requests, enquiries or referrals.
- To provide you with information about our services.
- To consider an application for employment.
- To analyse and improve the services offered on our website.
- To provide you with the most user-friendly navigation experience, ensuring that website content is presented in the most effective manner for you and for your computer and/or device.
- Diagnose service or technology problems in connection with the use of our website.

Where we propose using your personal information for any other purpose, we will ensure that we notify you first. You will also be given the opportunity to withhold or withdraw your consent for the use of your personal information for purposes other than those listed above.

5. When we might use your information to contact you.

We may use your information to contact you:

- In relation to any service you have enquired about to ensure that we can deliver those services to you.
- In relation to any correspondence we receive from you or any comments or complaint you make about our services.
- To discuss with you an application for employment
- To invite you to participate in surveys about our services (participation is always voluntary); and
- For marketing purposes, or to promote new services, where you have agreed to this.

6. Will we share your information with anyone else?

We may share your personal information with any member of our group of companies – this includes any of our subsidiaries, our ultimate holding company and its subsidiaries.

We may disclose your personal information to suppliers or contractors who are appointed by us to assist in the delivery of services to you, as well as to other third parties if:



“Promoting well-being and individualised services”

- (a) the third party has been appointed to perform certain functions on our behalf, for example; to provide technical services in relation to our website;
- (b) we are under a duty to disclose or share your personal information in order to comply with any legal or regulatory obligation;
- (c) we become involved in any merger or acquisition or other transaction involving the sale of our business or assets, personal information collected from you may be included in the assets which are transferred to the new owner.

No contractors or third-parties are permitted to use your personal information for their own purposes. We require all third parties to respect the security of your personal information and to treat it in accordance with the law.

We will never share or sell your personal information to third-party organisations who do not have a legitimate interest.

7. How long will we hold your information?

To ensure we meet our legal obligations, we will only keep your personal information as long as necessary to fulfil the purposes we collected it for. We will only keep personal information for longer where there is a legal requirement for us to do so. Please contact us for further details of applicable retention periods.

We also retain website usage information for analysis purposes. Usage information is generally retained for a shorter period of time, except when this information is used to strengthen the security or to improve the functionality of our website, or we are legally obligated to retain this information for longer time periods.

In some circumstances you can ask us to delete your information, this enables you to ask us to delete or remove personal information where there is no good reason for us to continue processing it. You can also ask us to correct inaccurate information. To do this you can contact us at: enquiry@echouk.net.

8. How to withdraw consent or access your personal information.

You have the right to withdraw your consent, change your preferences, or opt out from hearing further from us. You can let us know by e-mailing us at enquiry@echouk.net.



“Promoting well-being and individualised services”

You have a right to be able to access the information we hold about you. You can request a copy of the personal information we hold. We will require you to prove your identity with two pieces of approved identification. For this purpose, we will accept a photocopy of your passport and an original copy of a utility bill showing your current address.

We will always process your requests in line with the applicable data protection law.

9. How do we store your information?

We will take all reasonably practicable steps to ensure the security of your information. We will endeavour to protect your personal information from unauthorised disclosure or access. It is important to remember though that no method of transmission over the internet is completely secure. Although we will do our best to protect your personal information, we cannot control the security of it in transit to us.

All of your personal information is stored in secure servers or cloud storage and we always limit access to employees, contractors and other third parties who have a legitimate interest. All of our storage is base in the United Kingdom, at no stage will we transfer your personal information outside of the European Union.

Should we become aware of any information breach we will notify you and any relevant authorities.

10. Other Privacy Notices

For details regarding our Service User and Employee Privacy Notices you should contact us via enquiry@echouk.net. Or speak to the Registered Manager of the Service your query relates to.