

Hibernia Home Care Privacy Statement

This is the Privacy Statement of Hibernia Home Care Group Ltd and its subsidiary Hibernia Home Care Ltd.

Hibernia Home Care respects the privacy of all users of our website (i.e. our desktop and mobile sites), Hibernia Home Care social media pages and apps. This Privacy Statement outlines our policy concerning the collection and use of personal information which is gathered by Hibernia Home Care from users of this website, Hibernia Home Care social media pages and our apps.

The aim of this privacy policy is to explain how Hibernia Home Care collects and uses the personal information it gathers in this way. Hibernia Home Care will ensure that it keeps all personal information you provide to us in accordance with our obligations under current Data Protection legislation.

We may update our Privacy Statement from time to time to reflect any changes in technology, legislation or our data use practices which may affect the way in which we process your personal information.

Hibernia Home Care is not responsible for the privacy practices of any external websites and platforms which may be accessed or used in connection with your use of our website, Hibernia Home Care social media pages or third-party apps and so we would advise that you review the privacy statements of those websites and platforms as they may be subject to different privacy requirements.

Any processing of personal information gathered by Hibernia Home Care as a result of your use of this website, Hibernia Home Care social media pages or our apps is governed by the provisions of the Irish Data Protection Acts 1988 and 2003.

What personal information does Hibernia Home Care collect and use? Hibernia Home Care Sign In: If you create a Hibernia Home Care Sign In account, we may collect and use your name, contact details, gender, IP address, browser, operating system and device (including its location) you used and details regarding your website, Hibernia Home Care social media pages and app usage (e.g. pages time / date of pages visited / actions taken) to provide you with extra benefits like seamless viewing of across all our websites, personalisation of Hibernia Home Care News content, email updates on content relevant to you. We may also sometimes track who opened and clicked the links in the communications that we send so that we can measure a campaign's success. If you've signed up to Hibernia Home Care Sign In, we may combine your account information with information we collect about you using cookies, web beacons, device identifiers etc. If you want to control the use of cookies etc, see the Hibernia Home Care Cookie Policy.

Marketing: If you sign up for marketing communications or in-app push notifications in our apps, we may also collect, use and combine similar information for the purposes of marketing, including through the use of cookies, etc. For example, we may combine your account information with information we collect about you using

cookies, web beacons, device identifiers etc (including your device's location). We may also sometimes track who opened and clicked the links in the communications that we send using technologies so that we can measure a campaign's success. See "How do you use my information for marketing purposes?" below and our Hibernia Home Care Cookie Policy for more information in this regard. If you want to control the use of cookies etc, see the Hibernia Home Care Cookie Policy.

Social media pages: If you post content on social media pages controlled by Hibernia Home Care, this information may be made publicly available and used in connection with the operation and promotion of our social media pages and Hibernia Home Care. Your posted content may be removed.

Disruptive Behaviour: If you post or send offensive, inappropriate or objectionable content anywhere on or to HiberniaHomeCare.ie, Hibernia Home Care social media pages or any of our apps or otherwise engage in any disruptive behaviour on HiberniaHomeCare.ie, Hibernia Home Care social media pages or any of our apps, Hibernia Home Care can use whatever information that is available to it about you to stop such behaviour. This may, where we feel it's appropriate, involve informing relevant third parties such as your employer, school e-mail/Internet provider and law enforcement agencies about the content and your behaviour.

Cookies and Web Beacons etc: HiberniaHomeCare.ie uses cookies, web beacons and similar technologies: these are small text files placed in your computer, tablet, mobile or other device. They may also be used to recognise when your device visits a particular website or app or clicks on a particular link on Hibernia Home Care and others' websites and apps or when you open emails we send you, or links in them. Hibernia Home Care's policy concerning the use of cookies etc on hiberniahomecare.ie and our apps is outlined in the Hibernia Home Care Cookie Policy. This explains how you can control the use of cookies etc.

We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Acts 1988 and 2003.

How do you use my information for marketing purposes?

We will not use your information to contact you by email, phone or SMS for direct marketing or promotional purposes unless you specifically agree to be contacted for such purposes at the time you submit your information to us, or at a later time if you sign up specifically to receive such promotional information. We will not provide your information to third parties for any reason.

We will share the information you provide through the online enquiry form with our partner Smooth Group Limited (trading as Prosperwell) to help ensure that your enquiry is dealt with promptly and efficiently. Smooth Group Limited (trading as Prosperwell) will not use your information for any other purpose and will delete it as soon as it is no longer needed for this purpose

If you sign up to marketing communications from Hibernia Home Care or to in-app push notifications on our apps, Hibernia Home Care may send you information which

we think may be of interest to you including our weekly newsletter. In this case, we may build up a profile of you based upon what we infer from your usage of the different pages of our website and apps, e.g. by using your Hibernia Home Care Sign In account information and combining it with information we collect using your IP address, cookies, web beacons, SDKs, device identifier, including the location of your device.

When you sign up to marketing communications, we'll normally contact you by email, but we may send you texts also if you've given us your mobile number for this purpose.

When we refer to "Hibernia Home Care" above, we are talking about Hibernia Home Care Group Ltd and any of their subsidiary or parent companies from time to time.

What if I am under 18?

If you are aged 18 or under please ask your parent or guardian for their permission to provide us with your contact information.

Do you pass any personal information to third parties?

We will not provide your information to third parties for any purpose. **Do you**

transfer any of the information collected abroad for other purposes?

Hibernia Home Care does not generally transfer any personal information abroad.

However, in some cases we may use carefully selected service providers to perform certain functions which may be located outside of Ireland. For instance, where you have signed up for marketing communications or applied for a job using our Applicant Tracking System, you have agreed to the transfer/processing of your information by our contracted service providers which is located in the European Union and the United States of America. These service providers are bound by a contract with us which complies with GDPR and relevant Data Protection Legislation.

How can I request a copy of my personal information held by Hibernia Home Care?

Any individual has a right to make an access request, in writing, under Section 4 of the Data Protection Acts for a copy of their personal data held by Hibernia Home Care. We will clarify in response to your request the exact Hibernia Home Care entity that is the data controller in respect of your personal data.

Hibernia Home Care may ask for further identification information before the information is released and may charge a maximum fee of €6.35 for the supply of this information to you.

Hibernia Home Care has 40 days to comply with the access request, subject to the provisions of the Data Protection Acts.

You can apply in writing to:

Data Protection Officer
Hibernia Home Care Group Ltd
Hibernia House
Jamestown Road
Dublin 11
E: dataprotection@hiberniahomecare.ie

General information on Data Protection is available from the Office of the Data Protection Commissioner's website

Queries

If you have any questions or queries about this policy statement please contact us at the above address.

Hibernia Home Care Cookie Policy

What Are Cookies

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the sites functionality.

For more general information on cookies see the Wikipedia article on HTTP

Cookies. How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of the this site. Therefore it is recommended that you do not disable cookies.

The Cookies We Set

- Account related cookies

If you create an account with us then we will use cookies for the management of the signup process and general administration. These cookies will usually be deleted when you log out

however in some cases they may remain afterwards to remember your site preferences when logged out.

- Login related cookies

We use cookies when you are logged in so that we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are typically removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.

- Email newsletters related cookies

This site offers newsletter or email subscription services and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.

- Orders processing related cookies

This site offers e-commerce or payment facilities and some cookies are essential to ensure that your order is remembered between pages so that we can process it properly.

- Surveys related cookies

From time to time we offer user surveys and questionnaires to provide you with interesting insights, helpful tools, or to understand our user base more accurately. These surveys may use cookies to remember who has already taken part in a survey or to provide you with accurate results after you change pages.

- Forms related cookies

When you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

- Site preferences cookies

In order to provide you with a great experience on this site we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences we need to set cookies so that this information can be called whenever you interact with a page is affected by your preferences.

Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

- This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.
- We monitor activity throughout our website using a third-party provider (Smooth Analytics) to improve our Digital Marketing using a Cookie. We track which sources are effective at helping visitors find our website and make calls to us. We use IP addresses, geo-location data, caller telephone numbers, and voice recordings.

For more information on Google Analytics cookies, see the official Google Analytics

page. **More Information**

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site.

However if you are still looking for more information then you can contact us through one of our preferred contact methods:

- Email: dataprotection@hiberniahomecare.ie