

Privacy Policy

Effective Date: July 1, 2023

1. Introduction

Welcome to Uplifting Lives Services Ltd website. This privacy policy explains how we collect, use, disclose, and protect the personal information of our website visitors and users. By accessing or using our website, you acknowledge that you have read, understood, and agree to be bound by this privacy policy.

2. Information We Collect

2.1 Personal Information: We may collect personal information that you provide voluntarily, such as your name, email address, phone number, address, and any other information you choose to provide when contacting us or using our services.

2.2 Non-Personal Information: We may also collect non-personal information, such as IP addresses, browser type, operating system, and other technical information, which may be automatically collected through cookies or similar technologies when you visit our website.

3. Use of Information

3.1 Personal Information: We may use your personal information for the following purposes:

- To provide and personalize our care services to meet your specific needs.
- To communicate with you, respond to your inquiries, and provide customer support.
- To process payments and fulfil any contractual obligations.
- To send you promotional emails or newsletters with your consent.
- To improve our website, services, and user experience.
- To comply with legal obligations and enforce our terms and policies.

3.2 Non-Personal Information: We may use non-personal information for analytical purposes, to monitor and analyse trends, usage patterns, and preferences to improve our website and services.

4. Data Sharing

4.1 Service Providers: We may share your personal information with third-party service providers who assist us in providing and improving our care services. These service providers are contractually obligated to use your information solely for the purpose of providing the requested services.

4.2 Legal Requirements: We may disclose your personal information if required to do so by law or in response to valid legal requests or to protect our rights, property, or safety, or the rights, property, or safety of others.

4.3 Consent: We will obtain your consent before sharing your personal information with third parties for marketing purposes.

5. Data Security: We implement reasonable security measures to protect your personal information from unauthorized access, use, or disclosure. However, please note that no data transmission over the internet or method of storage can be guaranteed to be 100% secure.

6. Your Choices and Rights

6.1 Access and Update: You may access and update your personal information by contacting us directly. We will make reasonable efforts to accommodate your request, subject to any legal or contractual restrictions.

6.2 Marketing Communications: You have the right to opt-out of receiving promotional emails or newsletters from us. You can do so by following the instructions provided in the communication or by contacting us.

6.3 Cookies and Tracking Technologies: You may manage your cookie preferences through your browser settings. Please note that disabling cookies may limit your access to certain features of our website.

7. Third-Party Links: Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or the content of those third-party websites. We encourage you to review the privacy policies of those websites before providing any personal information.

8. Updates to the Privacy Policy: We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. We will post the updated privacy policy on our website and indicate the effective date. Your continued use of our website after the changes indicates your acceptance of the revised privacy policy.

9. Contact Us: If you have any questions, concerns, or requests regarding this privacy policy or the handling of your personal information, please contact us at info@upliftingliveservices.co.uk.