

## Privacy Policy

### Your Privacy Matters

At **Stay Home Options**, trust is at the heart of everything we do. Whether you're contacting us about support for yourself, a loved one or simply browsing our website, we are committed to protecting your personal information and respecting your privacy.

This Privacy Policy explains what information we collect, why we collect it and how we keep it safe.

### Who We Are

Stay Home Options provides friendly, non-clinical home support to help people remain independent in their own homes.

### Contact us

**Telephone:** 07756 474818

**Email:** [info@stayhomeoptions.co.uk](mailto:info@stayhomeoptions.co.uk)

**Website:** [www.stayhomeoptions.co.uk](http://www.stayhomeoptions.co.uk)

### Information We Collect

We may collect:

- Your name
- Telephone number
- Email address
- Home address (where required)

- Details about the support you require
- Information you provide through our contact forms or AI Assistant
- Recruitment information if you apply to work with us

## **How We Use Your Information**

We only use your information to:

- Respond to enquiries
- Arrange consultations
- Deliver our services
- Manage bookings
- Contact you about your enquiry
- Improve our website and services
- Meet our legal obligations

We never sell your personal information.

## **Sharing Information**

We only share your information where necessary, for example with trusted IT providers or where required by law. We do not share your information for marketing purposes.

## **Keeping Your Information Safe**

We use appropriate technical and organisational measures to keep your information secure and only authorised personnel can access it.

## Cookies

Our website uses cookies to:

- Make the website work correctly
- Remember your preferences
- Understand how visitors use our website
- Improve your browsing experience

You can disable cookies through your browser settings at any time.

## AI Assistant Privacy Notice

Our website includes an AI Assistant to answer general questions and help visitors find information more quickly.

Please avoid entering confidential information such as:

- NHS numbers
- Bank details
- Passwords
- Medical records

Information you choose to share may be reviewed by authorised members of the Stay Home Options team to help respond to your enquiry and improve our service.

The AI Assistant provides general information only and should not be relied upon as legal, financial or medical advice.

## Your Rights

Under UK GDPR you have the right to:

- Access your information
- Correct inaccurate information
- Request deletion where appropriate
- Restrict or object to processing
- Withdraw consent where applicable
- Make a complaint to the Information Commissioner's Office (ICO)

## Website Terms & Conditions

By using this website you agree to use it lawfully and responsibly.

The information provided is for general guidance only and may change without notice.

Although we aim to keep all information accurate and up to date, we cannot guarantee that all content will always be complete or error free.

Unauthorised copying, reproduction or misuse of our website content, branding or images is prohibited without our written permission.

## Pricing

Our services are available **from £35 per hour**.

Final charges depend on:

- Location
- Mileage and travel time
- The level of support required

A personalised quotation will always be provided before services begin.

## Accessibility

We are committed to making our website accessible to as many people as possible.

If you experience difficulty accessing any part of our website or require information in an alternative format, please contact us and we will be happy to help.

## Website Disclaimer

The information on this website is intended as general guidance and should not be considered medical, legal or financial advice.

Stay Home Options provides **non-clinical home support only**. We do not provide nursing, personal care, medication administration or emergency medical services.

If you require urgent medical assistance, please contact the NHS by calling **111**, or **999** in an emergency.

## Complaints

We always aim to provide a friendly, professional and reliable service.

If you are unhappy with any aspect of our service, please contact us as soon as possible so we can resolve the matter fairly and promptly.

Complaints can be made by:

**Telephone:** 07756 474818



**Email:** [info@stayhomeoptions.co.uk](mailto:info@stayhomeoptions.co.uk)

We aim to acknowledge complaints within **2 working days** and provide a full response within **10 working days**, where reasonably possible.

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