Privacy notice

How we look after the personal information you share with us through this website, whether you are asking about care or about working with us.

Who we are

Day and Nightcare Live In Limited (company number 06765179) is the data controller for information collected through this website. Our care office is at 9 Hollow Way, Cowley, Oxford OX4 2NA, telephone 01865 715780.

What we collect

If you ask us to call you back about care (the form on our contact page), we collect the details you choose to give: your name and phone number, your email address if you add it, the postcode of the person needing care, who the care is for, the type of care you are interested in and any message you write. Please keep health details brief; we will talk them through with you on the phone.

If you apply for a job, or are interested in working with us (the form on our careers page), we collect your name and phone number, your email address if you add it, the area you live in (your town or the first part of your postcode), the kind of work you are interested in, when is best to call you and any message you write.

With either form, we also record the date and time it was sent and which of our web addresses it was sent from.

This website does not use cookies, advertising trackers or analytics that identify you.

How we use it

Care enquiries: we use your details only to reply to you and, if you wish, to arrange an assessment. Our lawful basis is taking steps at your request before entering into a contract, and our legitimate interest in responding to enquiries. Where you tell us about someone's health, we use that information only to plan care with your agreement, as permitted for the provision of health and social care.

Job applications and people interested in working with us: we use your details only to call you about work with us and, if you decide to apply, to start the application. Our lawful basis is taking steps at your request before entering into a contract, and our legitimate interest in recruiting care staff. You do not need to tell us about your health on this form. If you tell us about an adjustment you need, we use it only to make that adjustment.

Where it is kept and who can see it

What you send through either form is stored in our website's database. Our website, the forms and that database are hosted by Cloudflare, which processes the information on our behalf. When a request or application arrives, our website also emails the details to our enquiries mailbox, using Cloudflare's email service. That mailbox is hosted by Easyspace. Both companies process the information on our behalf. Only people we authorise in our office can see it. We never sell your information or share it for marketing.

How long we keep it

This applies to care enquiries and job applications alike. We have not yet set a period after which requests sent through this website are deleted automatically, so at the moment they stay in the website database until we delete them. A copy also stays in our enquiries mailbox until we delete it. You can ask us to delete yours at any time, and we will. If care starts, or you join our team, the details we need are also recorded in our care records or staff records, which are kept under their own rules.

Your rights

You can ask to see the information we hold about you, ask us to correct or delete it, or object to how we use it. Please call us or write to us at the address above. If you are unhappy with how we have handled your information, you can complain to the Information Commissioner's Office (details below).

Useful contacts and next steps

- **Our office.** To see, correct or delete your information, or to object to how we use it: call 01865 715780 or write to Day and Nightcare Live In Limited, 9 Hollow Way, Cowley, Oxford OX4 2NA.

- **Information Commissioner's Office (ICO).** The UK's independent regulator for data protection. You can complain to it if you are unhappy with how we have handled your information. Make a complaint to the ICO

Talk to our care team: 01865 715780
enquiries@dayandnightcare.co.uk · Out of hours: 07775 686272
Day and Nightcare Live In Limited, 9 Hollow Way, Cowley, Oxford OX4 2NA
CQC overall rating: Good (report published 20 April 2018)

The latest version of this page: **www.dayandnightcare.co.uk/privacy/**
This PDF was made on 1 November 2026.
Information, not advice: please check anything important with the organisation named.