

## Privacy Policy – Golden Companion

Last updated: 28/03/2026

Golden Companion is committed to protecting and respecting your privacy. This Privacy Policy explains how personal information is collected, used, and protected when you visit our website or contact us about our companionship services.

### 1. Who We Are

Golden Companion is operated by Sophie Hamilton, a sole trader providing elderly companionship and support services.

Business Name: Golden Companion

Data Controller: Sophie Hamilton

Email: [help@goldencompanion.co.uk](mailto:help@goldencompanion.co.uk)

Phone: 01483 910993

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

For data protection law, Golden Companion acts as the data controller responsible for your personal information.

### 2. Information We May Collect

We may collect and process the following information:

- Name and contact details (such as phone number or email address)
- Information you provide when making an enquiry about services
- Information shared during service discussions or bookings
- Technical information collected automatically through website cookies (such as IP address, browser type, and pages visited)

We only collect information that is necessary to respond to enquiries or provide our services.

### 3. How We Use Your Information

Your information may be used to:

- Respond to enquiries or requests for information
- Arrange and provide companionship services
- Communicate with clients or family members
- Improve our website and services
- Meet legal or regulatory obligations

We do not sell or rent personal information to third parties.

#### 4. Legal Basis for Processing

We process personal information under the following lawful bases:

- Legitimate interests – responding to enquiries and operating our business
- Contractual necessity – providing agreed services
- Legal obligations – where required by law
- Consent – where you voluntarily provide information

#### 5. Sensitive Information

As a companionship service, some enquiries may include health or well-being information. Any such information is treated confidentially and handled with appropriate care and security.

#### 6. Cookies and Website Data

Our website may use cookies or similar technologies provided automatically by the website hosting platform. These cookies help the website function properly and may collect anonymous usage information. You can control cookies through your browser settings.

#### 7. How Your Information Is Stored

We take reasonable steps to keep personal information secure and protected from loss, misuse, or unauthorised access. Information is stored securely and retained only for as long as necessary to provide services or meet legal requirements.

#### 8. Sharing Your Information

Your information will not be shared with third parties unless:

- It is necessary to provide the services requested by you
- Required by law
- You have given permission

#### 9. Your Data Protection Rights

Under UK data protection law, you have the right to:

- Request access to your personal data
- Request correction of inaccurate information
- Request deletion of your data where appropriate
- Object to or restrict processing
- Withdraw consent where applicable

Requests can be made using the contact details above.

#### 10. Complaints

If you are unhappy with how your information is handled, you have the right to complain to the UK's data protection authority:

Information Commissioner's Office (ICO) - [www.ico.org.uk](http://www.ico.org.uk)

#### 11. Changes to This Policy

This Privacy Policy may be updated from time to time. Any updates will be posted on this page.