



Caring Hands Cayman Privacy Policy

Caring Hands Cayman is strongly committed to protecting your personal information when you interact with us, our content, products and services. This Privacy Policy details how we keep this commitment and how we comply with Caymans Privacy Principles.

The purpose of this privacy policy is to:

- clearly communicate our handling practices for personal information
- enhance our transparency, and
- give individuals a better and more complete understanding of the sort of personal information that Caring Hands Cayman holds, and the way we handle that information.

1. Why we collect personal information

Caring Hands Cayman only collects personal information for purposes which are directly related to our functions or activities and only when it is necessary for or directly related to those purposes.

Caring Hands Cayman collects personal information:

- To facilitate the provision of a service that an individual or company has requested
- because an individual works for us or applies to us for a job or scholarship.

2. How CARING HANDS CAYMAN collects information

There are two types of information of data Caring Hands Cayman collects:

- Information that an individual gives us directly such as when they are filling in a form or when they sign up to a service or event online or in writing. This type of information may include an individual's name, email address or other personal information.
- Information which tracks an individual's activity such as personal information collected automatically to monitor the use of our online and mobile services, like the numbers and frequency of visitors to Caring Hands Cayman's website. This helps us identify what users of our site are most interested in and it can also help us identify if there are any problems that need fixing. Most of the data we collect is aggregated, and this information is effectively anonymous to us.



We endeavor to collect personal information directly from you whenever possible. However, due to the nature of services we render, we often at times collect indirectly personal information from third party sources. In addition, we are obligated to collect some personal information from third party sources for us to render service effectively

We use Google Analytics, to analyze browsing information and produce reports on how visitors use our website. Google may transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You can opt out of the collection of information via Google Analytics by downloading the Google Analytics Opt-out browser add on. See also Google privacy policy.

3. What sort of personal information does Caring Hands Cayman Collect about me?

The types of information or data Caring Hands Cayman collects varies depending on the nature of services requested These can be grouped into the following:

- Contact Details: Personal identification details such as name, title, postal address, telephone number and email
- KYC Records: Information which we are obligated to take such as DOB, next of kin/power of attorney and information of a sensitive nature such as mental and physical health
- Other Information: This will be information that is voluntarily given for marketing purposes. This is only collected once a written consent has been given.

4. How we use personal information

- We only use personal information for the purposes for which we collected it—purposes which are directly related to one of our functions or services.
- We do not give personal information about an individual to anyone else unless one of the following applies:
 - The individual has consented to the disclosure,
 - The individual would reasonably expect, that information of that kind is usually disclosed to individuals, bodies or agencies
 - Disclosure is required or authorized by law or is reasonably necessary for the enforcement of the law, or Disclosure will prevent or lessen a serious and imminent threat to life or health.



Caring Hands Cayman is assisted by a few third parties to deliver the services we offer. These third parties do not change often and include technology service providers for Internet, App services, cloud service, publishing and printing services. These third parties are located in the Cayman Islands and EU.

Wherever possible, Caring Hands Cayman imposes contractual restrictions equivalent to those imposed on the Caring Hands Cayman under the Privacy Act in respect of collection and use of personal information by those third parties. Caring Hands Cayman will obtain an individual's specific consent prior to disclosing information for the purposes of direct marketing of the company's services.

5. Data quality

We take steps to ensure that the personal information we collect is accurate, up to date and complete. These steps include maintaining and updating personal information yearly or when we are advised by individuals that their personal information has changed, and at other times as necessary.

6. Security of personal information

Caring Hands Cayman takes steps to protect the personal information we hold against loss, unauthorized access, use, modification or disclosure, and against other misuse.

When the personal information that we collect is no longer required, we destroy or delete it in a secure manner. All credit card details are only stored and transmitted in encrypted form. If an individual uses their credit card and the transaction is manual rather than electronic, the record will be stored by Caring Hands Cayman for the period that financial records are required to be retained following which it will be destroyed in a secure manner.

There are inherent risks in transmitting information across the internet and we do not have the ability to control the security of information collected and stored on third party platforms. In relation to our own servers, we take all reasonable steps to manage data stored on our servers to ensure data security

7. Data Retention

We will retain personal information for as long we continue rendering service. We take steps to ensure that the personal information we collect is only kept for the duration of the application retention period once a case is closed.



8. Privacy Notice Update

This Privacy Policy was last revised on 30 August 2019. Caring Hands Cayman may revise this policy from time to time to reflect any changes to the law. Should changes occur, we will notify users on our website