



## Terms & Conditions for Borough Care Website

Welcome to the Borough Care website. By accessing or using this website, you agree to comply with and be bound by the following Terms and Conditions.

### 1. About Us

This website is operated by **Borough Care Group Limited** (“we”, “us”, “our”), a provider of residential, dementia and specialist care services across our homes.

This website is intended to provide information for:

- Prospective residents and their families
- Current residents and relatives
- Job applicants and employees
- Health and social care professionals

For enquiries, please contact: [enquiries@boroughcare.org.uk](mailto:enquiries@boroughcare.org.uk)

Borough Care Group, Unit 9, Acorn Business Park, Heaton Lane, Stockport, SK4 1AS

### 2. Use of This Website

You agree to use this website responsibly and for lawful purposes only. You must not:

- Use the website in a way that breaches any applicable laws or regulations
- Attempt to gain unauthorised access to our systems or data
- Upload or transmit malicious software or harmful material
- Misuse any forms (e.g. recruitment or contact forms)

We reserve the right to restrict access if misuse is identified.

### 3. Information About Our Services

The information provided on this website is for general guidance only and is not a substitute for professional advice or a formal care assessment.

While we aim to ensure accuracy:

- Services, facilities and availability may vary between homes

- Information may change without notice
- Individual care needs are assessed on a case-by-case basis

We encourage you to contact us directly to discuss specific care requirements.

#### **4. Safeguarding and Responsibility**

Borough Care is committed to safeguarding and promoting the welfare of residents, staff and visitors.

Content on this website must not be used in any way that could:

- Harm, exploit or misrepresent vulnerable individuals
- Mislead individuals seeking care services

If you have safeguarding concerns, please contact us directly or follow appropriate safeguarding procedures.

#### **5. Recruitment and Careers**

Any job vacancies listed on this website are subject to:

- Safer recruitment practices
- Appropriate checks (including DBS where required)
- Verification of qualifications and experience

Submitting an application does not guarantee employment.

#### **6. Intellectual Property**

All content on this website, including text, images, branding and logos, is the property of Borough Care or licensed to us.

You may:

- View and download content for personal, non-commercial use

You may not:

- Copy, reproduce or distribute content without permission
- Use our branding without prior written consent

## **7. Privacy and Data Protection**

We are committed to protecting your personal data in line with UK data protection laws, including the UK GDPR.

Please refer to our **Privacy Policy** for details on how we collect, use and store your information.

## **8. Cookies Policy**

### **What Are Cookies?**

Cookies are small text files stored on your device when you visit a website. They help us improve your experience and understand how our website is used.

### **How We Use Cookies**

We use cookies to:

- Ensure the website functions properly
- Improve user experience and accessibility
- Analyse website traffic and usage
- Support recruitment and enquiry forms

### **Types of Cookies We Use**

#### **1. Essential Cookies**

These are necessary for the website to function (e.g. page navigation, form submissions).

#### **2. Analytics Cookies**

These help us understand how visitors use our website so we can improve it (e.g. page visits, time spent on pages).

#### **3. Functional Cookies**

These remember your preferences (e.g. accessibility settings where applicable).

### **Managing Cookies**

You can control or disable cookies through your browser settings. Please note that disabling cookies may affect how the website functions.

When you first visit our website, you will be asked to consent to non-essential cookies.

## **9. Links to Third-Party Websites**

Our website may include links to external websites for additional information.

We do not control or accept responsibility for:

- The content of external websites
- Their privacy practices

## **10. Limitation of Liability**

To the fullest extent permitted by law, Borough Care is not liable for:

- Any loss or damage arising from use of this website
- Inaccuracies or omissions in website content
- Temporary unavailability of the website
- Damage caused by viruses or harmful material

Nothing in these Terms excludes liability for death or personal injury caused by negligence or fraud.

## **11. Accessibility**

We are committed to ensuring our website is accessible to all users, including those with disabilities. Further information can be found in our Accessibility Statement.

If you experience any difficulty accessing content, please contact us and we will provide support or alternative formats where possible.

## **12. Changes to These Terms**

We may update these Terms and Conditions from time to time. Updates will be posted on this page and take effect immediately.

## **13. Governing Law**

These Terms and Conditions are governed by the laws of **England and Wales**. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

## **14. Contact Us**

If you have any questions about these Terms and Conditions or our Cookies Policy, please contact:

### **Borough Care Group**

[enquiries@boroughcare.org.uk](mailto:enquiries@boroughcare.org.uk)

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