



PRIVACY POLICY

Version 1.5 Nov 22

Cavendish Health Group Ltd and subsidiaries ("we", "our" or "us") is committed to respecting and protecting your privacy.

Purpose of this Privacy Notice

This policy (together with our terms of use and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. You will be required to provide a signed copy accepting and consenting to the practices described in this policy.

Who are we

For the purpose of the General Data Protection Regulation 2018 and the Data Protection Act 1998 ("Data Protection Laws"), we are registered with the Information Commissioners Office under Ref ZA525693 and the data controller is Cavendish Health Group Ltd and subsidiaries (company number 14266852) at our registered office is at 10, The Stables, Broadfield Way, Aldenham. WD25 8DG.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

INFORMATION WE COLLECT FROM YOU

We will collect and process the following data about you:

Information you give us. This is information about you that you give us by filling in forms on our website or by corresponding with us by post, phone, e-mail or otherwise. It includes information you provide when you contact us or via our website and/or our telephone service helpline and when you report a problem with our website. The information you give us may include your name, address, e-mail address, phone number, debit/credit card information, personal description and information relating to your health and medical history.

Information we collect about you. When you call our telephone service helpline, we will automatically record the phone number you used to call us. With regard to each of your visits to our website, we will automatically collect the following information: technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions and operating system and platform; information about your visit to our website, is collected via cookies. This includes the full Uniform Resource Locators (URL), and details of how you have browsed through the website.

COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

Information you give to us. We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us (this includes passing your information to medical practitioners, consultants and doctors that we work with, referred to as our "providers");
- to provide you with the information and services that you request from us;
- to notify you about changes to our service;
- to ensure that content from our website is presented in the most effective manner for you and for your computer;

Cavendish Health Group Ltd

10 The Stables, Broadfield Way
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WD25 8DG

0333 577 1888
assist@cavendishhealth.co.uk
www.cavendishhealth.co.uk

Registered in England
Registered number 14266852

to provide you with information about services we feel may interest you. We will only contact you if you opt-in to such communications on our consent form. If you do opt-in to such communications, and you later decide that you would like to opt-out, you can contact us in writing at any time to inform us of your decision (please see our contact details at the bottom of this policy or on our website).

Information we collect about you. We will use this information:

- to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our website to ensure that content is presented in the most effective manner for you and for your computer;
- as part of our efforts to keep our website safe and secure.

DISCLOSURE OF YOUR INFORMATION

You agree that we have the right to share your personal information with:

Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

Selected third parties including:

- our providers, who will contact you directly in line with our terms and conditions;
- our payment services providers to enable the processing of your payment details;
- analytics and search engine providers that assist us in the improvement and optimisation of our website;

We will also disclose your personal information to third parties:

In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.

If Cavendish Health Group Ltd and subsidiaries or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions and any other agreements or to protect the rights, property, or safety of Cavendish Health Group Ltd and subsidiaries, our customers or others. This may include exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We require all third parties to respect the security of your personal data and treat it in accordance with the law.

We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

WHERE WE STORE YOUR PERSONAL DATA

All information you provide to us is stored on our secure medical records servers. Any payment transactions will be encrypted using SSL technology.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

All of our data is stored within the European Economic Area ("EEA"). However, we will only transfer your personal data outside the EEA provided that one of the following conditions applies:

The country in which your personal data is transferred ensures an adequate level of protection for your rights and freedoms.

We have your consent.

The transfer is necessary under regulation, in the performance of our contract with you, or to protect your vital interests.

The transfer is legally required on important public interest grounds or the establishment, exercise or defence of legal claims.

The transfer is authorised by the relevant data protection authority where we have adduced adequate safeguards with respect to the protection of your privacy, fundamental rights and freedoms, and the exercise of your rights.

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YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will only contact you if you opt-in to such communications on our consent form. If you do opt-in to such communications, and you later decide that you would like to opt-out, you can easily unsubscribe from these messages.

The Data Protection Laws gives you Data Rights. These include:

The right to access information held about you.

You also have the right to correct any errors or omissions with your personal data

Seek your personal data to be erased or forgotten

Move your personal data to a similar organisation

Opting out of automated decision making

Objecting to how Cavendish Health Group Ltd and subsidiaries processes your information.

It is free to use these rights, but Cavendish Health Group Ltd and subsidiaries reserves the right to charge a reasonable fee if we feel there are excessive requests. We require proof of ID to be able to process your request and we will try to respond to all legitimate requests within one month. If it will take us longer to comply due to the complexity or volume of requests we will notify you.

Our contact information to use your rights or ask any questions is below.

Cavendish Health Group Ltd, 10, The Stables, Broadfield Way, Aldenham. WD25 8DG

or assist@cavendishhealth.co.uk

THIRD PARTY LINKS

Our website may, from time to time, contain links to and from the websites of our provider networks and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

CHANGES TO OUR PRIVACY POLICY

Any changes we make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

CONTACT

Any questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Cavendish Health Group Ltd and subsidiaries, 10, The Stables, Broadfield Way, Aldenham. WD25 8DG or assist@cavendishhealth.co.uk