

Privacy Policy

Our contact details

Name: Healand Clinic

Address: 1A Salisbury Road, Leicester LE1 7QR

Phone Number: 0116 211 122

E-mail: info@healand.co.uk

Policy created: 05/05/2023

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)



How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Booking a consultation
- Signing up to our newsletter
- Submitting a contact form

Please note: when you perform either of the above actions, you will be automatically added to our marketing database. If you do not wish to receive any marketing communications from Healand Clinic, please let us know: info@healand.co.uk

We also receive personal information indirectly, from the following sources in the following scenarios:

- Automated technologies or interactions – As you interact with our website or receive our marketing emails, we may automatically collect technical data about your equipment, browsing actions and patterns. We collect this information by using cookies and other similar technologies.
- Third parties or publicly available sources – We may receive Personal Data about you from various third parties and public sources as set out below:
 - Technical data from the following parties:
 - analytics providers, such as Google based outside the EU,
 - search information providers, such as Google based outside the EU.

We use the information that you have given us in order to discuss treatments or send relevant information and promotions.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@healand.co.uk
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your personal details and contact details for 6 years. We will then dispose of your information by removing it from our databases.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access**

You have the right to ask us for copies of your personal information.

- **Your right to rectification**

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

- **Your right to erasure**

You have the right to ask us to erase your personal information in certain circumstances.

- **Your right to restriction of processing**

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

- **Your right to object to processing**

You have the right to object to the processing of your personal information in certain circumstances.

- **Your right to data portability**

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@healand.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@healand.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: **0303 123 1113**

ICO website: <https://www.ico.org.uk>

