

Privacy & Cookie Policy

The following outlines the Privacy & Cookie Policy for The Whitewater Clinic. This policy covers the collection, processing and other use of personal data under the Data Protection Act 1998 (“DPA”) and the General Data Protection Regulations (“GDPR”). Please read the contents so you can understand how we use the personal data we collect about you or that you have provided us with. Only use the website if you’re happy with our policy.

For purposes of data protection, we, The Whitewater Clinic, based at 3 Brook Street, Bampton, Devon EX16 9LU, are the Controller. Any enquiry regarding the collection or processing of your data should be addressed to Claire Weeks above. The Whitewater Clinic is registered with the Information Commissioners Office.

The website referred to in this policy is www.thewhitewaterclinic.co.uk.

What information do we collect and store?

We record and use the following personal data: name, address, telephone number, email and medical details. This data may be provided to us by you via the Timely appointment booking application on the website has been provided with your consent.

We may also collect the following:

- Data on your visits to our website. This includes technical data such as browser type, country and operating system. We also collect information on website pages that you have visited, time spent on pages, download errors and methods used to browse away from a page. The data that is collected will not identify you personally.
- Payment information (e.g. credit card details) provided when you make a payment *is not received or stored by us*. That information is processed securely and privately by the third party payment processor, SumUp. The Whitewater Clinic will not have access to that information at any time.

What we may do with your data?

- Send you information you have requested to see and to deal with your enquiry.
- Help us to develop our website hoping to improve your experience.
- To notify you of changes to our services or business activities.
- Process your orders and refunds. We need to process your personal data so that we can manage your customer accounts, provide you with the goods and services you have purchased and help you with any orders and refunds you may ask for.

How we use personal data that we collect

- We use the information we collect to provide you with a service.
- Our lawful basis of processing the data is public task.

Security

We are committed to protecting the personally identifiable information you provide online from loss, misuse, and unauthorised access. The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures to try to prevent unauthorised access.

How long do we keep your information for?

We will retain a record of your personal information. We will always retain your personal information in accordance with law and regulation and never retain your information for longer than is necessary. Any personally identifiable data that does not become part of your medical record is deleted immediately e.g. messages left on the answering machine.

Disclosure of your personal data

- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.
- We do not ask any third-party companies to process your data on our behalf.

Keeping your personal information safe

We take all reasonable precautions to keep your personal information secure. Access to your personal information is restricted to prevent unauthorised access, modification or misuse and is only permitted amongst our employees for permitted business functions.

Cookies

By using our website, you agree to our use of cookies.

Cookies are small data files that allow a website to collect and store a range of data on your desktop computer, laptop or mobile device. They are used to improve user experience while using our website. They might be used for the following purposes:

- To enable certain functions to happen efficiently such as navigating between pages.
- To provide analytics that we may use to improve the website

Cookies used on our website will also automatically collect information about your online activity on our site such as the web pages you visit, and time spent on each page. This data does not identify you personally and includes pages that you have visited, any error messages from the web pages you have visited, your operating system, browser type, service provider, country and language. All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our Website.

You have the right to:

- Apply for a copy of the information that we hold about you
- Request that we correct or remove any personal data that we hold about you

Please make any requests in writing at the address above or to info@thewhitewaterclinic.co.uk. There is no charge for requesting the details of the personal data that we hold. We will provide this information within one month of your request. We will need to verify your identity so we may ask for a copy of your passport or driving licence.

Links to other web sites:

Our website has links to other websites. This privacy statement does not cover the information practices of those websites linked to our site, nor do we control their content or privacy policies. The information in this privacy statement relates only to our website.

If you have any questions, comments or concerns about how we handle your personal information, please contact info@thewhitewaterclinic.co.uk