

# CORDELL HEALTH

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## Privacy Policy

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The policy is the property of EOPH Ltd and is a controlled document. Whilst this document may be printed, the electronic document is the controlled copy. Any printed copies of this document are not controlled. As a controlled document, this document should not be saved on local drives, but should always be accessed through Dropbox. Therefore please note that this policy, when printed, is only valid on day of printing.

The version number and status of this document is indicated on the first page and in the footer of this document. When any part of this policy is amended, a record is made in the Policy Amendment Log shown below. This policy can be fully revised and re-issued at the discretion of the Management Team.

<b>Amendment Log</b>		
<b>Amendment date</b>	<b>Additions or Alterations</b>	<b>Initials</b>

*This copy printed on 03/08/2016*

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## **Policy Statement**

Cordell Health Ltd operates <http://cordellhealth.co.uk> (the “Site”). This page informs you of our policies regarding collection, use and disclosure of Personal Information we receive from users of the Site.

We use your Personal Information only for providing and improving the Site. By using the Site you agree to the collection and use of information in accordance with this policy.

## **Scope of Policy**

This policy applies to everyone using our website.

## **Roles and Responsibilities**

For the purpose of the Data Protection Act 1988 (the Act), the Data Controller is Cordell Health Ltd registered at 6-7 Market Place, Devizes, Wiltshire, SN10 1HT.

## **Information Collection**

While using our Site, we may ask you to provide us with certain personal identifiable information that can be used to contact or identify you. Personal identifiable information may include, but is not limited to your name, address, email address and phone number (“Personal information”).

## **Log Data**

Like many site operators, we collect information that your browser sends whenever you visit our site (“Log Data”). This Log Data may include information such as your computer’s Internet Protocol (“IP”) address, browser type, browser version, the pages of our Site that you visit, the time and date of your vision, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics that collect, monitor and analyse such data.

## **Communications**

We may use your Personal information to contact you with newsletters, marketing or promotional materials regarding our services.

## **Cookies**

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your computer's hard drive.

Like many sites, we use "cookies" to collect information. These cookies allow us to distinguish you from other users of our website, which helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

The cookies we use are "analytical" cookies. They allow us to recognise and count the number of visitors and to see how visitors move around the site when they are using it. This helps us to improve the way our website works, for example by ensuring that users are finding what they are looking for easily.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

### **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 and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those, which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data;
- to notify you about changes to our service;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

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

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

## **Security**

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee the security of your data transmitted to our site; 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.

## **Where we will store your personal data**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

## **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to

collect your data. You can also exercise the right at any time by contacting us at [admin@cordellhealth.co.uk](mailto:admin@cordellhealth.co.uk).

### **Access to information**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

### **Terms and Conditions**

Please read these Terms and Conditions (“Terms”) carefully before using the <http://www.cordellhealth.co.uk> website (the “Service”).

Your access to and the use of the Service is conditioned on your acceptance of and compliance with these Terms. These terms apply to all visitors, users and others who access or use the Service.

**By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.**

We recommend you print a copy of these terms for future reference.

### **How you may use the material on our site**

We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our site for your personal use and you may draw the attention of others within your organisation to content posted on our site.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged.

You must not use any part of the content on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

### **Do not rely on information on this site**

The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site.

Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up-to-date.

### **Links to Other Web Sites**

Our Service may contain links to third-party websites or services that are not controlled by Cordell Health Ltd.

Cordell Health Ltd has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party websites or services. You further acknowledge and agree that Cordell Health Ltd shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused or alleged to be caused by or in connection with use of or reliance on any such content, goods, or services available on or through any such websites or services.



## **Changes**

This policy is effective as of 03 Aug 2016 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right at our sole discretion, to modify or replace this policy and these Terms at any time. If a revision is material we will try to provide at least 30 day's notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

Your continued use of the Service after we post any modifications on this page will constitute your acknowledgement of the modifications and your consent to abide and be bound by the modified policy. If we make any material changes to this policy, we will either notify you either through the email address you have provided us, or by placing a prominent notice on our website.

## **Termination**

We may terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

All provision of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

## **Compliance**

Compliance with this policy will be monitored through audit as part of our Quality Management System.

## **Contact Us**

If you have any questions about this Privacy Policy and Terms and Conditions, please contact us at [admin@cordellhealth.co.uk](mailto:admin@cordellhealth.co.uk).