

## Privacy Policy

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This privacy policy explains how we as a company Revitalise ME Clinic will be handling your personal data collected.

Revitalise ME Clinic will be covering within this policy:

- What information do we collect about you?
- How will we use the information about you?
- How long will you hold my consultation records?
- Marketing
- Access to your information, correction or make a complaint
- Use of Cookies
- Other websites
- Changes to our privacy policy

### **What information do we collect about you?**

#### **Specific Collection of Personal Identifiable Information**

Revitalise ME Clinic store contact details entailing names, addresses, telephone number and email address along with personal data of anyone who has received or enquired about our services or products.

Any information you do submit allows us to respond to enquiries effectively, manage future communications with new and existing clients or companies to update them with information on our products and services via email, phone, text or direct mail.

Revitalise ME Clinic will only use your data for the purpose for which it was collected and that we do not share your data information with other organisations or sell data to any third party unless requested/advised to do so by you. We can advise Revitalise ME Clinic will share your data to third parties in relation to leasing companies to fund services required and with the hospital(s) the clinic is linked with. In these circumstances, the data shared will still be subject to confidentiality.

#### **How will we use the information about you?**

Personal identifiable information can be submitted to Revitalise ME Clinic and collected from in the following areas; Website, Events, Email, Social Media, Phone, Walk ins, Customer Surveys, Feedback and any participation in competitions.

#### **Enquiry Form / Contact Form/ Request Form**

These forms are provided as a quick and convenient method for you to contact and link with Revitalise ME Clinic. The information that you submit in the above following areas will be used by Revitalise ME Clinic Ltd to answer any questions and information you may have asked or require to provide under obligation.

### **Consultation/Record Form**

These forms are a contractual obligation deeming that you have provided and supplied the correct personal and medical information required to be able to be treated/receive our products and services at the clinic. We advise that it is a requirement to retain patient and client consultation records for up to seven years following the last occasion on which treatment or service was given containing personal information. The retaining of data is necessary where required for contractual, legal or regulatory purposes. We use a software called Phorest to store all client information.

### **Purchases**

In processing your order, we may send your details to leasing companies/agencies as per your request to purchase the product which may also require using information from credit reference agencies and fraud prevention agencies.

### **Delivery & Invoice Address Forms**

The delivery & invoice address form is part of the process required for any purchased products from Revitalise ME Clinic. The information collected allows us to fulfil your order by delivering and invoicing goods to the specified address at time of purchase. We advise that we are legally required to store contact details for tax purposes with the data being held securely by us on companies that have purchased products and services from us for the required time by HMRC. Details of request to change to data formally submitted requires to be provided to Revitalise ME Clinic in writing to addresses available in the '*how to contact us*' section.

### **Credit / Debit Card Payments**

The payment system Revitalise ME Clinic utilises to submit your payment details is Barclays, who are a merchant bank. Revitalise ME Clinic has a formal agreement with Barclays to accept payments on our behalf. Any information that is submitted to Barclays is used solely for completing your transaction on your purchases from us and will **not** be offered or sold to any further parties.

### **How long will you hold your consultation records?**

We advise that it is required to retain patient and client consultation records for up to seven years following the last occasion on which treatment or service was given containing personal information. The retaining of data is necessary where required for contractual, legal or regulatory purposes.

### **Website**

#### **Automatic Collection of Anonymous Information**

When you browse [revitaliseme.co.uk](http://revitaliseme.co.uk) certain anonymous information about your visit is automatically logged. This may include information about the type of browser you are using, the server name and/or IP address through which you access the internet, the date & time you accessed this website, the pages you accessed, and the internet address

of the website (if any) that referred you to [revitaliseme.co.uk](http://revitaliseme.co.uk). This information is **not** personally identifiable.

Our website uses a contact form for personal identifiable information for data that concerns you individually and would permit someone to contact you. For example: your name, address, telephone number, email address or any other information you submit to Revitalise ME Clinic that identifies you individually. This type of information can only be collected if you voluntarily provide it. If you do not wish for us to collect or receive it through this page - please do not submit an enquiry or contact form.

### **Marketing**

We would like to keep you updated on Revitalise ME Clinic send information on our products and services. If you have consented to receive marketing from us, you but decide at a later date to opt out/unsubscribe from our communications at any time you can;

- "unsubscribe from this list" a link at the bottom of an email received from us.
- By emailing Revitalise ME Clinic Ltd at [info@revitaliseme.co.uk](mailto:info@revitaliseme.co.uk) for the removal of your data
- Write to Revitalise ME Ltd, Unit 3 Heritage Courtyard, Sadler Street, Wells BA5 2RR

### **Access to your information, correction or make a complaint**

- You have the right to request a copy of the personal data Revitalise ME Clinic stores about you under the Data Protection Act 1998. If you would like a copy of your personal information stored by Revitalise ME Clinic, please email [info@revitaliseme.co.uk](mailto:info@revitaliseme.co.uk) or write to us at the following address; Revitalise ME Clinic, Unit 3 Heritage Courtyard, Sadler Street, Wells BA5 2RR
- We may make a small charge for this service and you may be asked for formal identification for this process.

We want to make sure that your personal information stored is accurate and up to date. We will use reasonable efforts to supply, correct or remove data you think is inaccurate.

If you are dissatisfied in the way we are utilising or processing your personal data please contact us direct through the 'how to contact us' section. You also have the right to express a complaint to the UK's data protection supervisory authority, the information Commissioners Office (ICO). The ICO can be contacted through the following channels; [www.ico.org.uk](http://www.ico.org.uk) or helpline 0303 123 1113.

### **Use of Cookies**

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used across the Internet in order to make websites work, or work more efficiently, as well as to provide information to the owners of the website. The table below explains the cookies we use and why:

| Cookie              | Name   | Purpose  |
|---------------------|--|--|
| User Session        | PHPSESSID  | This cookie is used to identify you as a user between page loads. It is an essential part of the content management and shopping cart systems on our website. Unless you register and log-in, you will simply be assigned an anonymous user session. This cookie is destroyed each time you close your browser.  |
| Cookie Usage Notice | Cookie Notice  | This cookie is used to record if you have read and accepted the notice regarding the use of cookies on our website. If set, this cookie remains active for 100 days and prevents the notice from being displayed again.  |
| Shopping Cart       | BASKET<br>REGION<br>DISCOUNT_CODE<br>DELIVERY<br>INVOICE | These cookies are an essential part of the shopping cart system on our website. The BASKET cookie records the items you have placed in your basket as you navigate from page to page. The REGION cookie records your geographical region for the purpose of calculating delivery costs. The DISCOUNT_CODE cookie records a discount code that you may have entered, so that discounts can be applied to your shopping cart. The DELIVERY and INVOICE cookies record your address selections as you navigate the checkout process. All of these cookies may persist between sessions to enable you to resume your shopping at a later date. |
| Google Analytics    | _utma<br>_utmb<br>_utmc<br>_utmz                         | <p>These cookies are used to collect information about how visitors use our website. We use this information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website, how visitors arrived at the website and the pages that they visited.</p> <p><a href="#">Click here for an overview of privacy at Google</a></p>   |

Most web browsers allow control of cookies through the browser settings. To find out more about cookies, including how to manage and delete them, please refer to the following guides which have been provided by AboutCookies.org:

- [How to control cookies](#)
- [How to delete cookies](#)

**Other websites**

Our website and social media sites may contain links to other websites. This privacy policy only applies to Revitalise ME Clinic website and social media pages only so when you link to other websites or social media pages you should read their own privacy policies. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

**Changes to our privacy policy**

Revitalise ME Clinic privacy policy will be kept under regular review for any change or update requirements. This privacy policy was last updated on 1<sup>st</sup> October 2020.

**How to contact us**

- Please contact us if you have any questions about our privacy policy or information we hold about you by writing to Revitalise ME Clinic Ltd, Unit 3 Heritage Courtyard, Sadler Street, Wells, Somerset BA5 2RR Tel 01749 673813