

Centre4Fee Privacy Policy & Cookies Policy Privacy Notice

Who we are:

Centre4Fee is a healthcare company providing podiatry services on a fee-paying basis to the public. Our podiatrist is a self-employed professional.

What we are going to do with your information?

We process personal information to enable us to provide health services to our patients, to maintain our accounts and records and to promote our services. We process information relevant to this. The information may include:

- personal details
- family details
- lifestyle and social circumstances
- goods and services purchased from our company
- financial transaction details

We also process sensitive information that may include:

- physical or mental health details
- racial or ethnic origin

Why are we asking you for your information?

We are not being nosy! We do need to ask you about certain things, like your medical history, as it affects your feet. We want to give you the best possible treatment when you visit us and to do this we need you to be honest with us about your health and lifestyle. We are required by law to keep records of your treatments and this information forms part of this. If you register your mobile phone number then we will send you a text message reminder too.

Sometimes it is necessary to share some of your information. So, who will we share it with?

Primarily with you (our patient) and where necessary or required we also share information with other healthcare professionals (such as your GP or nurse), your parent/guardian (if you are a minor) or your welfare guardian or carer (with your consent) if you require additional support to attend us. If you are claiming your treatment costs back from an insurer, then they may also have data shared with them to confirm your appointment details such as date and cost.

When we do have to share your data, we are required to comply with all aspects of the Data Protection Act (DPA), the UK General Data Protection Regulation (UK GDPR) and are registered with the Information Commissioners Office (ICO).

You will also be given the opportunity to receive information from us about special offers or new services that we are offering. We do not share this information with marketing companies. Your data will never be sold by us for marketing purposes.



How do we store your data?

Our practice went digital in August 2008 and our records are all securely stored in line with the law. Some of our data is stored outside of the European Economic Area (EEA) and these servers are all compliant with the relevant data protection laws.

Who is your data controller?

Emma Westers is responsible for overseeing our data protection. She can be contacted at the clinic or by email at info@centre4feet.co.uk

I want to remove my information from your company, how can I do that?

If you contact our data controller Emma then she will be happy to explain your options. We are legally required to keep your medical records for a set period of time and this varies for different groups of people.

What happens to my data when I contact you through your website or social media pages?

If you are contacting us through these methods then your data will be used to help answer your enquiry. Your details will only be registered with us if you then go on to register as a patient.

Does your website store information on my computer?

Yes we do have cookies on our website which will stay on your computer and our IP address may be stored in your system too (depending on your settings).

Cookies

We and our trusted partners use cookies and other technologies in our related services, including when you visit our Site or access our services.

A "cookie" is a small piece of information that a website assign to your device while you are viewing a website. Cookies are very helpful and can be used for various different purposes. These purposes include allowing you to navigate between pages efficiently, enable automatic activation of certain features, remembering your preferences and making the interaction between you and our Services quicker and easier. Cookies are also used to help ensure that the advertisements you see are relevant to you and your interests and to compile statistical data on your use of our Services.

The Site uses the following types of cookies:

- a. 'session cookies'** which are stored only temporarily during a browsing session in order to allow normal use of the system and are deleted from your device when the browser is closed;
- b. 'persistent cookies'** which are read only by the Site, saved on your computer for a fixed period and are not deleted when the browser is closed. Such cookies are used where we need to know who you are for repeat visits, for example to allow us to store your preferences for the next sign-in;
- c. 'third party cookies'** which are set by other online services who run content on the page you are viewing, for example by third party analytics companies who monitor and analyse our web access.

Cookies do not contain any information that personally identifies you, but Personal Information that we store about you may be linked, by us, to the information stored in and obtained from cookies. You may remove the cookies by following

the instructions of your device preferences; however, if you choose to disable cookies, some features of our Site may not operate properly and your online experience may be limited.

We also use a tool called "Google Analytics" to collect information about your use of the Site. Google Analytics collects information such as how often users access the Site, what pages they visit when they do so, etc. We use the information we get from Google Analytics only to improve our Site and services. Google Analytics collects the IP address assigned to you on the date you visit sites, rather than your name or other identifying information. We do not combine the information collected through the use of Google Analytics with personally identifiable information. Google's ability to use and share information collected by Google Analytics about your visits to this Site is restricted by the Google Analytics .

Minors

We understand the importance of protecting children's privacy, especially in an online environment. The Site is not designed for or directed at children. Under no circumstances shall we allow use of our services by minors without prior consent or authorisation by a parent or legal guardian. We do not knowingly collect Personal Information from minors. If a parent or guardian becomes aware that his or her child has provided us with Personal Information without their consent, he or she should contact us at info@centre4feet.co.uk

Updates or amendments to this Privacy Policy

We reserve the right to periodically amend or revise the Privacy Policy; material changes will be effective immediately upon the display of the revised Privacy policy. The last revision will be reflected in the "Last modified" section. Your continued use of the Platform, following the notification of such amendments on our website, constitutes your acknowledgment and consent of such amendments to the Privacy Policy and your agreement to be bound by the terms of such amendments.

How to contact us

If you have any general questions about the Site or the information we collect about you and how we use it, you can contact us at info@centre4feet.co.uk

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