

Who we are

The Health Concierge is the trading name of The Health Concierge Ltd. We take your privacy seriously and as such have laid out the following privacy notice in line with the General Data Protection Regulation 2018.

By using our facilities and any of our services, you agree to be bound by the policies set out in this privacy notice. We are fully committed to protecting your privacy and safeguarding the use of your personal information. We will look to keep this privacy notice updated, therefore check back here regularly to review any amendments.

Any questions relating to our privacy policy or this notice should be directed in writing to us. You can find our contact details on our website at www.thehealthconciierge.co.uk or via email: info@thehealthconciierge.co.uk

What data we collect and how we use it

We collect and process your personal information (such as name, date of birth, contact information, bank account and payment information and information relating to health conditions and how you use our services) directly or via our specially selected partners, in order to administer your accounts and subscriptions with us – to process orders, payments or applications submitted by you. We also use it to carry out our obligations in relation to any agreement or contract you have with us, including any subscription to our service, or to verify your identity.

We will not share your data with any third party other than those utilised to service our business or if legally obligated to do so. External partners (processors) may be used to perform tasks including but not limited to: processing payments, accounting, marketing and account management. We agree terms with all of our partners to ensure that they all comply with high levels of confidentiality and best practice in privacy and security standards in line with the General Data Protection Regulation 2018.

Referrals and testing

During the delivery of our services, from time to time we may recommend additional tests or make a referral to an external practitioner. We will only share your information during this process, with your permission. Any testing or referrals that we carry out on your behalf will only be with specially selected partners who we agree terms with to ensure that they comply with the General Data Protection Regulation 2018.

From time to time, we may recommend that you contact third parties for additional professional input (for example a Physiotherapist); the decision to get in touch with recommended third parties is at your discretion – we recommend that you take time to review the privacy notices of any external company, even those that we recommend to you outside of our selected partners.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we utilise a number of physical, electronic and managerial procedures to safeguard and secure the information we collect and store.

Information about products and services and marketing

From time to time we may send you details of products and services that may be of interest to you via email. This is only if you opt to receive this information, via informed opt-in consent or via legitimate interest, whereby you could reasonably expect to hear from us following a recent enquiry, purchase, content download or referral from someone you know.

Your rights and keeping our records up to date and accurate

You can opt out from any promotional, non-essential, or marketing content at any time by clicking the unsubscribe link in an email or by contacting us directly.

You may also contact us directly to request information about what data of yours is recorded by us, how it is stored and what it is. If you would like a copy of the information held on you, please contact us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us or email us as soon as possible. You also have the right to lodge a complaint with a supervisory authority if you feel your privacy has been violated.

In general we retain and process personal data for a reasonable period following initial enquiry, purchase or the lapsing of an account with us. Certain records such as health screening and medical forms may be retained for a longer period, in line with fulfilling contractual obligations of due care to our customers and clients, in line with industry standards.

Third party sites, apps and services

We cannot be responsible for the privacy policies and practices of other websites, apps or services even if you access them using links from our site, or during the delivery of our services. We recommend that you check the policy of each site you visit, any apps you use or any third party services that you may register with.

Social Media

We operate a 'no phones' policy on our premises, with clients and visitors kindly advised to not record or take photographs within the premises.

Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Disclosing your information to others

Other than the disclosures referred to in this policy, 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.