



Home Health UK

[Website Privacy Policy](#)

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Privacy Policy

This website privacy policy describes how Home Health UK protects and makes use of the information you give the company when you use homehealth-uk.com.

If you are asked to provide information when using this website, it will only be used in the ways described in this privacy policy.

This policy is updated when needed and latest version is published on this page.

This website privacy policy was updated on: **19/03/2018**

If you have any questions about this policy, please email [brian.ocallaghan@homehealth-uk.com] or write to: Unit A Greatham Road Industrial Estate, Greatham Road, Bushey, Hertfordshire, WD23 2NZ.

Introduction

We gather and use certain information about individuals in order to provide products and services and to enable certain functions on this website.

We also collect information to better understand how visitors use this website and to present timely, relevant information to them.

What data we gather

We may collect the following information:

- Name
- Contact information including email address
- Demographic information, such as postcode, preferences and interests
- Website usage data
- Other information relevant to client enquiries
- Other information pertaining to specialist services. This may include sensitive personal data as described by the Data Protection Act 1998. This is only collected when using the treatment section of the website and not for other transactions.

How we use this data

Collecting this data helps us understand what you are looking for the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records.
- To improve the products and services we provide.
- To contact you in response to a specific enquiry.
- To customise the website for you.
- To send you promotional emails about products, services, offers and coupons we think might be relevant to you.
- To send you promotional mailings or to call you about products, services, offers and coupons we think might be relevant to you.
- To enable Doctors from our partner organisations to develop the most effective treatment plan for you.

Cookies and how we use them

What is a cookie?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to gather information such as how many people use the website and what pages they tend to visit.

How we use cookies

We may use cookies to:

- Analyse our web traffic using an analytics package. Aggregated usage data helps us to improve the website structure, design, content and functions.
- Identify whether you are signed into our website. A cookie allows us to check whether you are signed into the site.
- Test content on our website. For example, 50% of our users might see one piece of content, the other 50% a different piece of content.
- Store information about your preferences. The website can then present you with information you will find more relevant and interesting.
- To recognise when you return to our website. We may show you relevant content, allow you to automatically sign into our website and that of a selected partner or provide functionality you used previously.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

Controlling cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you as a result of this setting.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it. If it is the first time you have visited the website you will be asked to agree to our cookie policy. Once you have done so you will not be asked again.

To learn more about cookies and how they are used, visit [All About Cookies](#).

Controlling Information about you

When you fill in a form/order or provide your details on our website, you will see one or more tick boxes allowing you to:

- Opt-in to receive marketing communications from us by email, telephone, text message or post.
- Agree to our terms and conditions.

If you have agreed that we can use your information for marketing purposes, you can change your mind easily, via one of these methods:

- Sign in to our website and change your opt-in settings. (under development)
- Send an email to info@homehealth-uk.com.
- Write to us at: Home Health UK Ltd, Unit 9, Greatham Road Industrial Estate, Greatham Road, Busgley, Hertfordshire, WD23 2NZ.

We will never lease, distribute or sell your personal information to third parties, at all.

We will share data when you are using a shared service such as the treatment/prescription section of the website.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the Data Protection Act 1998 and General Data Protection Rules 2016.

Security

We will always hold your information securely.

To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards, through our technical partners.

We also follow stringent procedures to ensure we work with all personal data in line with the Data Protection Act 1998 and General Data Protection Rules 2016.

Links from our site

Our website may contain links to other websites.

Please note that we have no control of websites outside the homehealth-uk.com domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.

Third Parties

Depending on the service that you choose to use on our website your data is transmitted to a third party. Examples of this would be when paying using PayPal or using the i-GP driven treatment service to obtain a prescription from a i-GP doctor.

PayPal

All PayPal transactions are subject to the PayPal Privacy Policy. Under the terms of this policy we must employ reasonable administrative, technical and physical measures to maintain the security and confidentiality of any and all PayPal data and information, including data and information about PayPal users and PayPal. The full privacy policy is located [here](#).

i-GP

When data is used by i-GP to create a prescription and treatment plan all data passed to i-GP falls under pervuew of their privacy policy, you can read it by clicking [here](#).

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Privacy of Order

All orders are shipped in plain outers with no indication of product type, or any other description of the product. The address label will have Private and Confidential typed on it. Our return address will also appear on the label as this is a Royal Mail requirement.