

SurveyFocus website Privacy Policy

1. Introduction

1.1 We are committed to safeguarding the privacy of our website visitors; in this policy we explain how we will treat your personal information.

1.2 By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

2. Data protection

This website is owned and operated by Digital Health Group Ltd (“We” “SurveyFocus”)

3. Collecting personal information

3.1 We may collect, store and use the following kinds of personal information:

(a) information about your computer and about your visits to and use of this website (including geographical location, browser type and length of visit, page views and website navigation paths in order to improve our services to you.

(b) information that you provide to us when registering with our website including your name, email address, GPHC number, your profession, Pharmacy address, contact details.

(c) information that you provide when completing your profile on our website including your name, GPHC number, contact number, email, address and contact number in case of pharmacy or business registration.

(d) information that you provide to us for the purpose of subscribing to our email notifications and or newsletters (including your name and email address)

(e) information that you provide to us when using the services on our website, or that is generated in the course of the use of those services (including the timing, frequency and pattern of service use)

(f) information that you post to our website for publication on the internet (including the content of your posts])

(g) information contained in or relating to any communication that you send to us or send through our website (including the communication content and metadata associated with the communication)

(h) any other personal information that you choose to send to us; and

(i) Information that you provide to us as part of your participation in market research, surveys or petitions .

3.2 Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

4. Using personal information

4.1 Personal information submitted to us through our website will be used for the purposes specified in this policy or on the relevant pages of the website.

4.2 We may use your personal information to:

- (a) administer our website and to provide our services to you including membership administration;
- (b) personalise our website for you;
- (c) enable your use of the services available on our website more effectively;
- (d) To provide you with information about our products or services and also to send information on other products (including promotional information) that we feel may be of some interest to you where you have consented to receive such information.
- (e) send you email notifications that you have specifically requested;
- (f) send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter);
- (g) provide third parties with statistical information about our users (however those third parties will not be able to identify any individual user from that information)
- (l) deal with enquiries and complaints made by or about you relating to our website
- (m) keep our website secure and prevent fraud
- (n) verify compliance with the terms and conditions governing the use of our website
- (o) To notify you of any change to our Website, like improvements or changes to service/product , that may have an affect on our service.

4.3 If you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.

5. Disclosing personal information

5.1 We may disclose your personal information to our staff, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this policy.

5.2 We may disclose your personal information to any member of our group of companies (this means our subsidiaries, our ultimate holding company and all its subsidiaries) insofar as reasonably necessary for the purposes set out in this policy.

5.3 We may disclose your personal information:

- (a) to the extent that we are required to do so by law;
- (b) in connection with any ongoing or prospective legal proceedings;
- (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- (d) to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; and]
- (e) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

5.4 Also in relation to certain programs that we may run on our website ,we may team up with pharmaceutical & medical information companies and other sponsors both local and international [including ones outside european economic area].When you choose to access these programs [could be in the form of accessing the published material],you will be automatically participating in the programs and your participation and your data may be passed

on to the program sponsors and other associated companies. You can choose not to participate if you don't want your information to be shared as above.

5.5 Except as provided in this policy, we will not provide your personal information to third parties.

6. International data transfers

6.1 Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this policy.

6.2 Information that we collect may be transferred to countries outside the European Economic Area to be processed by staff working for us or our suppliers.

6.3 You expressly agree to the transfers of personal information described in this Section 6.

7. Retaining personal information

7.1 This Section 7 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.

7.2 Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

7.3 Notwithstanding the other provisions of this Section 7, we will retain documents (including electronic documents) containing personal data:

(a) to the extent that we are required to do so by law;

(b) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and

(c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

8. Security of personal information

8.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

8.2 We will store all the personal information you provide on our secure (password- and firewall-protected) servers.

8.3 You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

8.4 You are responsible for keeping the password you use for accessing our website confidential; we will not ask you for your password (except when you log in to our website).

9. Amendments

9.1 We may update this policy from time to time by publishing a new version on our website.

9.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

10. Your rights

10.1 You may instruct us to provide you with any personal information we hold about you according to Data Protection Act 1998; provision of such information will be subject to:

(a) the payment of a fee which covers the administration cost of providing the information on request and

(b) the supply of appropriate evidence of your identity .

You can contact us on info@surveyfoucs.co.uk

10.2 We may withhold personal information that you request to the extent permitted by law.

10.3 You may instruct us at any time not to process your personal information for marketing purposes.

10.4 In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

11.Third party websites

11.1 Our website may include hyperlinks to, and details of, third party websites which will have their own privacy policies.

11.2 We have no control over, and are not responsible for, the privacy policies and practices of third parties.You need to check their individual policies yourself before accessing their websites.

11.3 Any reference to a third party website or product is not an endorsement from us and you should carry out your own research before using any third party product.

11.4

12.Updating information

12.1 Please let us know if the personal information that we hold about you needs to be corrected or updated.

13.Cookies

13.1 Our website may use cookies.

13.2 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

13.3 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

13.4 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

13.5 We may use session cookies on our website as a security measure to make sure your login session is secure

13.6 The names of the cookies that we use on our website, and the purposes for which they are used, are set out below:

(a) we may use session cookie on our website to recognise a computer when a user visits the

website, track users as they navigate the website to improve the website's usability and analyse the use of the website, administer the website, prevent fraud and improve the security of the website, personalise the website for each user, target information and services which may be of particular interest to specific user. Using cookies in this way, no information is recorded which will uniquely identify you. The information from a large number of users is put together in a statistical form just to give an overall picture of the usage of our website and its various functionalities. Occasionally we may choose to use cookies to record personal information about you but it is only when you have registered with us and logged in. You can choose to set your browser not to accept cookies.

13.7 Most browsers allow you to refuse to accept cookies; for example:

(a) in Internet Explorer (version 11) you can block cookies using the cookie handling override settings

available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";

(b) in Firefox (version 39) you can block all cookies by clicking "Tools", "Options", "Privacy", selecting "Use

custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and

(c) in Chrome (version 44), you can block all cookies by accessing the "Customise and control" menu, and

clicking "Settings", "Show advanced settings" and "Content settings", and then selecting "Block sites from

setting any data" under the "Cookies" heading.

13.8 Blocking all cookies will have a negative impact upon the usability of many websites.

13.9 If you block cookies, you will not be able to use all the features on our website.

13.10 You can delete cookies already stored on your computer; for example:

(a) in Internet Explorer (version 11), you must manually delete cookie files (you can find instructions for doing so at

<http://windows.microsoft.com/en-gb/internet-explorer/delete-manage-cookies#ie=ie-11>);

(b) in Firefox (version 39), you can delete cookies by clicking "Tools", "Options" and "Privacy", then selecting

"Use custom settings for history" from the drop-down menu, clicking "Show Cookies", and then clicking

"Remove All Cookies"; and

(c) in Chrome (version 44), you can delete all cookies by accessing the "Customise and control" menu, and

clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Cookies and

other site and plug-in data" before clicking "Clear browsing data".

13.11 Deleting cookies will have a negative impact on the usability of many websites.

14 . Our details

14.1 This website is owned and operated by Digital Health Group Ltd ("We")

14.2 We are registered in England and Wales under registration number 10414554

14.3 You can contact us by email at info@surveyfoucs.co.uk or by visiting our company website www.digitalhealthgorup.co.uk

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