

Privacy Policy

This privacy policy covers Digital Health Group Ltd collection, use and disclosure of information practices while on our website www.surveyfocus.co.uk. This privacy policy together with our terms and conditions and other agreements with you, forms the basis on which we will collect and process your data. In this policy Digital Health Group Ltd is referred to as but not limited to www.surveyfocus.co.uk, we, us, our.

The collection and use of information by www.surveyfocus.co.uk

What information we may collect from you (the user (pharmacies)) when you use our website or services?

From Pharmacies:

- Contact details such as name, email address, mailing address, phone number.
- Information that you provide by filling in the forms on this website
- Information you provide when you report a problem or query
- Details about business such as company name, business type, registration number.
- Payment details.

From the customers of Pharmacies:

- Email and/or mobile number for sending the questionnaire form.

We try to reduce holding and use of sensitive information.

How we may use your data?

- To provide you with our services
- Respond to requests
- Process your payments for such products and services
- Create and maintain your account
- Send you a newsletter if you have consented
- Respond to your questions and concerns
- Review and enhance the quality of our services and products
- Assist in the detection of fraud.

Why does www.surveyfocus.co.uk collect, process and store your data?

www.surveyfocus.co.uk needs to collect, process and store your data to enable an efficient and legally compliant delivery of services and products to you (all users).

Legal bases for processing data

We rely on the following legal bases to process your information in line with legal requirements.

- Consent: When you register on our website, you agree and give us consent to process your data for the delivery of products and services to you.
- Legitimate interests: To enable us to conduct our necessary business but not when our interests are overridden by your interests or rights.
- Allowing us fulfill a contract: We are required to process your personal information in order to be able to provide you with one of our products or services, without which we will not be able to register you and offer you our services.
- Vital interests: When processing of your personal data is vital to protect you or someone else's life;
- Public information: Processing of your personal information which is already made public.
- Legal obligation: When we are required by law to process your personal information.

How long do we hold your data?

www.surveyfocus.co.uk may hold your data for as long as it's legally required and to enable us to maintain your account. User can request to have their data erased by send us a request on info@surveyfocus.co.uk

Data Security

We take security of user data very seriously and take appropriate steps to keep it secure. At no point we will sell your personal data to another company.

Where is the user data stored and who has access?

The user data is saved on secured dedicated servers in United Kingdom. With industry level security and firewalls to stop any external threats accessing information. The information is accessed by the www.surveyfocus.co.uk team and its IT services providers to ensure that the

platform runs smoothly and to carry out administrative tasks. The information may be accessed in European Economic Area (EEA) and outside of EEA.

How do we protect your data?

We take the security of your personal information seriously. When you enter sensitive information, we encrypt the transmission of that using secure socket layer technology (SSL). We do not store any credit or debit card information. Payments are processed via a third party payment provider that is fully compliant with Level 1 Payment Card Industry (PCI) data security standards. Any payment transactions are encrypted using SSL technology.

We follow generally accepted standards to protect your personal information submitted to us. We take at least a monthly backup of the data stored on our system and is store in UK based dedicated servers.

Commercial sale of your data?

Under no circumstances will we make your data available to a third party company or sell your data without your consent.

Limitations of internet based systems

We follow generally accepted standards to protect your personal information submitted to us. Due to the nature of digital information transmission, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, we cannot guarantee its absolute security.

User Access and Choice

As a user, under the GDPR rules, you have the following rights over your data that we store and hold.

- **Right to be informed:** we will explain to you in our privacy policy as to how we use your personal data.
- **Right to correction and completion:** you have the right to ask us to correct any of your data which might be inaccurate and complete any data that is incomplete.
- **Right to restrict:** In some cases you may request to restrict the processing of your personal data. We reserve the right to store enough data to respect your data restriction request in future.
- **Right to data portability:** You have the right to request your data to be provided to you for your own use. This request applies to when processing is based on consent or

performance of contract and where when processing is done through an automated system.

- **Right to object:** you may object to the processing of your personal data.
- **Right to erasure:** You may request to have your personal data erased where its not stopping us, our partners or one of the travel clinics on our platform from complying with legal requirements.
- **Right to withdraw consent:** you have the right to withdraw your consent at any point by contacting us through the details below. In some circumstances, this might not be always possible or you might have to wait for a period of time for this to take place. Contact us for if you would like to discuss this in detail.

Opt-out Preferences

If you wish to subscribe to our newsletter(s), we will use your contact details to send the newsletter and other relevant materials to you. You may choose to stop receiving our newsletter by contacting us at info@surveyfocus.co.uk

Links to 3rd Party Sites

Our website may contain links to other 3rd party websites. The privacy policies of these third party websites will differ from that of ours. It's your responsibility to read the privacy policy and rules for any 3rd party websites that is linked to us. Your information is governed by their privacy policy. We recommend that you read privacy policy of any 3rd party website before submitting any personal information.

Testimonials

We ask our customers to provide us with feedback in the form of rating and a comment. This information will be displayed on our website, with the customer first name, in the form of a testimonial. If you wish to update or delete your testimonial, you can contact us at info@surveyfocus.co.uk

Social media widgets

This website includes social media widgets and buttons which are linked to our accounts on the respective social media platforms. These platforms are governed by their own set of privacy policies and terms of use, please check before using any of these platforms.

General Privacy Information

Tracking Technologies / Cookies

A cookie is a small text file that is stored on your computer when you open our website. The information we collect through the cookies is used to find out about your preferences and making your browsing experience more personalised. We do not link the information we store in cookies to any personally identifiable information you submit while on our site. A session ID cookie expires when you close your browser.

Analytics / Log Files

Like majority of other websites, we collect certain information about our users automatically and store it to establish different trend and patterns. This includes internet protocol (IP) addresses, internet service provider (ISP), operating system, browser type and clickstream data. Individual users can not be identified from this information.

Information Sharing

We may need to share your information with specific third party providers including our business partners and other suppliers who provides us with certain services. We will only share your information when necessary for the delivery of our services to you. We do not disclose or sell your personal data to a third party company for marketing purposes.

Changes to this Policy

We reserve the right to make changes to this privacy policy at any time to reflect the way we handle data at our organisation. All users are advised to periodically check this page for the latest information on our privacy policy.

Contact Us

We welcome any questions, comments and requests about this privacy policy and can reach us on our contact details below.

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