

Privacy Policy

www.healthwatch.ie

1. Introduction

- 1.1 We at Euromedic Lablink Limited (“**Euromedic**”) understand the importance of privacy and respect your right to privacy. As such we always seek to comply with our obligations under the Data Protection Acts 1988 and 2003 when processing your personal data.
- 1.2 The purpose of this privacy policy (the “**Policy**”) is to outline how we deal with any personal data you provide to us while visiting this website, www.healthwatch.ie, (the “**Site**”).
- 1.3 This Policy should be read in conjunction with the general Website Terms of Use that apply to your use of the Site and, if you make an Appointment via this Site, the Online Booking Terms (together the “**Terms**”). Naturally, if you are not happy with this Policy or the Terms you should not use this Site.
- 1.4 By visiting this Site, you are accepting the terms of this Policy.
- 1.5 Any external links to other websites are clearly identifiable as such, and we are not responsible for the content or the privacy policies of these other websites.

2. Types of Information Collected

Most of the information provided to you by this Site is offered without our collecting any personal data from you. However we retain two types of information:

2.1 “Personal Data”

- (a) This is data that identifies you or can be used to identify or contact you and may include your name, address, email address, etc. For example if you contact us to make an Appointment, certain personal data about you (name, telephone number, e-mail address, payment details) will be collected and stored by us.¹
- (b) Such information is only collected from you if you voluntarily submit it to us.

2.2 “Non-Personal Data”

Like most websites, from time to time, we may gather statistical and other analytical information collected on an aggregate basis of all visitors to our Site. This non-personal data comprises information that cannot be used to identify or contact you, such as demographic information regarding, for example, user IP addresses, browser types and other anonymous statistical data involving the use of our Site.

2.3 Cookies

From time to time this Site may use “*cookie*” technology. A cookie is a little piece of text stored by the browser on your computer, at the request of our server. We may use cookies to deliver content specific to your interests and to save your personal

¹ Please confirm.

preferences so you do not have to re-enter them each time you connect to our Site – our cookies are not available to other Sites. Our cookies will record the number of user sessions on the site and to track the number of users who return to the Site. You are always free to decline our cookies, if your browser permits, or to ask your browser to indicate when a cookie is being sent. You can also delete cookie files from your computer at your discretion. Note that if you decline our cookies or ask for notification each time a cookie is being sent, this may affect your ease of use of this Site.

3. **Purposes for which we hold your Information**

3.1 **Personal Data**

Other than the collection of “*cookies*” as described above, we will process any personal data you provide to us for the following purposes:

- (a) to enable us to contact you regarding a submitted question or inquiry;
- (b) to confirm and remind you of a scheduled Appointment;
- (c) to notify you of upcoming screenings;
- (d) to send you our newsletter (if you consent to receiving this); or
- (e) to otherwise contact you in relation to our services.

3.2 **Non-Personal Data**

We may use non-personal data gathered from visitors to our Site in an aggregate form to get a better understanding of where our Site users come from and to help us better design and organise the Site.

4. **Disclosure of Information to Third Parties**

4.1 **Personal Data**

- (a) We will not disclose your personal data to third parties unless you have consented to this disclosure or unless the third party is required to fulfil our services to you (in such circumstances, we will ensure the third party is contractually bound by similar data protection obligations).
- (b) Euromedic use Realex Payments to provide a secure, robust and reliable payment processing service. Information security is a business priority. To this end, they have invested in extensive security controls and infrastructure and their systems and security controls are based on current industry standards. There are several layers of technology in place to ensure the confidentiality, authentication and integrity of information.
- (c) We will disclose your personal data if we believe in good faith that we are required to disclose it in order to comply with any applicable law, a summons, a search warrant, a court or regulatory order, or other statutory requirement.

4.2 **Non-Personal Data**

We may provide non-personal data to third parties, where such information is combined with similar information of other users of our Site.

5. **Sale of Business**

We reserve the right to transfer information (including your personal data) to a third party in the event of a transfer of all or substantially all of the assets of Euromedic provided that the third party agrees to adhere to the terms of the Policy and provided that the third party only uses your personal data for the purposes that you provided it to us.

6. **Security**

6.1 Your personal data is held on our (or our service providers) limited access, secure servers. However the nature of the Internet is such that we cannot guarantee or warrant the security of any information you transmit to us via the Internet. No data transmission over the Internet can be guaranteed to be 100% secure. However, we will take all reasonable steps (including appropriate technical and organisational measures) to protect your personal data.

6.2 The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (**EEA**). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy.

7. **Verifying and Amending Personal Data**

7.1 You may inform us of any changes in your personal data, and in accordance with our obligations under the Data Protection Acts 1988 and 2003 we will update or delete your personal data accordingly.

7.2 To find out what personal data we hold on you or to have your personal data updated, amended or removed from our database, please email it to us at **info@healthwatch.ie**.

7.3 Any such data subject access requests may be subject to the prescribed fee.

8. **Changes to this Policy**

8.1 Any changes to this Policy will be posted on this Site so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

8.2 If at any time we decide to use personal data in a manner significantly different from that stated in this Policy or otherwise disclosed to you at the time it was collected, we will notify you, and you will have a choice as to whether or not we use your information in the new manner.