

# Website Privacy Notice



As Data Controller, DDRC Healthcare and its subsidiaries are responsible for making privacy notices understandable and accessible to all data subjects including staff. The following privacy notice and policy will be available on the DDRC Healthcare website, intranet and by paper copy.

## Privacy Notice and Policy

At DDRC Healthcare and all trading subsidiaries 'we' recognise the importance of protecting your privacy, in line with our legal responsibilities. This notice is to advise you how we use any personal information you share with us, via our website. This notice also covers use of your personal information when you purchase, or are a recipient of services through DDRC Healthcare and the subsidiaries. Your continued use of this site signifies your assent to this Privacy Notice and Policy.

## When you complete an online request form

When you contact us via this website, by completing an enquiry or 'contact us' form, 'service' or 'quote request', we may need to use your personal details to deal with your query or sales enquiry. The details may include your name, address, landline telephone/mobile number, and/or email and IP address.

In the case of an enquiry on behalf of a company we may collect your company's name, your position in the company, the company's address, company's email address and telephone number.

## How long we keep your personal information

We use your personal information only to complete a transaction or send you the information you have requested from our company. Unless your enquiry results in the purchase of a service or product, or you have selected to receive information which may be of interest to you, your personal details will be deleted from our systems 24 months after the conclusion of your enquiry.

We are required by law to retain and manage health records under the Records Management Code of Practice 2021.

## **Why we collect your personal information**

We collect your personal information to:

- provide you with products and services that you may request from us
- check your identity to protect security and prevent fraud, when you use our services
- improve and develop our services
- meet our legal obligations

## **Where we collect your personal information from**

DDRC Healthcare and their subsidiaries collect your personal information:

- directly from you when you complete a form, register with us and/or select the option to receive information and promotional marketing from us
- when you enquire or purchase a service
- from third parties when we undertake a payment authorisation or when undertaking an identity check
- when you purchase a product or service which we provide

## **Storing your bank and payment card details**

We do not hold any bank payment card details.

## **Who we share your personal information with - third parties**

Your personal information is only used by DDRC Healthcare and its subsidiaries for the purpose(s) detailed above.

We will share your personal information with authorities, including the police, law enforcement agencies, credit reference and fraud prevention agencies for:

- prevention and detection of crime
- to prevent money laundering
- for identity verification

We do not sell your personal information to any other third party, for any reason whatsoever. We do not use automated call services and we do not record telephone calls for training, or other purposes. Our telephone system only logs your telephone number along with date and time of call.

## **How we keep your personal information accurate**

DDRC Healthcare will ensure that your personal information is kept accurate and up to date as far as is reasonably possible. We encourage you to advise us of any changes to your information by contacting us using the details below.

Where you have opted-in to receive information about our services, we will use only relevant consented personal information to contact you.

## **How we keep your personal information secure**

DDRC Healthcare and their subsidiaries are committed to keeping your personal information secure. All personal information collected via our website is stored on a secure server to protect it from being accessed or used inappropriately.

## **Links to third party websites**

Our website, emails and social media pages may contain links to websites operated by third parties. DDRC Healthcare and their subsidiaries are not responsible for privacy notices, policies, services offered, or other site content displayed on third party websites.

## **Updating your preferences**

You can change your personal information and marketing preferences by contacting us. If you do not wish to receive information by email from DDRC Healthcare, please use the unsubscribe feature on any promotional email received, email us quoting, 'please unsubscribe me' in the subject line, or use our 'contact us' form to request that your details are removed from our database. In this case, we will only retain your personal information, where our legal or regulatory obligations require us to do so.

## **Requesting a copy of your personal information**

If you wish to request details of personal information held on systems and in hard copy stored by DDRC Healthcare and its subsidiaries, please contact us using the contact details below and make your enquiry for the attention of the Data Protection Officer.

These requests are free of charge unless a request is excessive or repetitive. In those cases a fee will be based on the administrative cost of providing the information.

## **Changes to our Privacy Notice and Policy**

We review our privacy notice and policy regularly and will display the current version on the website.

## **Data Controller**

The data controller responsible for our website is DDRC Healthcare.

## **National Data Opt-Out Policy**

Because DDRC rely on consent as the basis for processing data, the national opt-out is not applicable.

## **Appendix 1**

DDRC Healthcare and its subsidiaries may use agreed photographs or video of staff, students, visitors and course attendees for marketing. Promotional or fundraising material and online

via social media, blogs and on the DDRC website. Whilst we cannot easily withdraw images which have already been published, we will make every attempt to do so and the images will not be used further.

## **How to contact us**

If you have any questions about how DDRC Healthcare and its subsidiaries are using your personal information, please contact us

### **DDRC Healthcare**

Plymouth Science Park

Research Way

Plymouth

PL6 8BU

Contact email address: [info@ddrc.org](mailto:info@ddrc.org)

Telephone: +44 (0) 1752 209999