



PRIVACY NOTICE FOR HCPG

HOW WE COLLECT YOUR PERSONAL INFORMATION

You directly provide our company with most of the data we collect. We collect data and process data when you place an order for any of our products or service, voluntarily complete a customer survey, sign up for our newsletter.

HOW WE USE PERSONAL INFORMATION

Our company collects your data so that we can process your order and deliver any of the services HCPG offer

PURPOSE OF THIS NOTICE

This notice describes how we collect and use personal information about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ("Data Protection Legislation").

ABOUT US

HCPG (Physiotherapy Audit Ltd) Company number 8960329 for the purpose of the Data Protection Legislation and this notice, we are the "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

THE DATA WE COLLECT

- Name, business and /or personal address Email address
- Phone numbers



- Email correspondence necessary to carry out our business with you
- Details of any complaints received

HOW WE STORE YOUR DATA

Your data is stored securely in password protected electronic files.

RETENTION OF YOUR DATA

We will only retain your personal information for as long as is necessary to fulfil the purposes for which it is collected. When assessing what retention period is appropriate for your personal data, we take into consideration:

- the requirements of our business and the services provided;
- any statutory or legal obligations;
- the purposes for which we originally collected the personal information;
- the lawful grounds on which we based our processing;
- the types of personal information we have collected
- the details as per the agreed terms and conditions of service

SHARING PERSONAL INFORMATION

We will share our personal information with third parties where we are required by law, with a regulator, with an insurer, and where it is necessary to administer the relationship between us or where we have another legitimate interest in doing so.

DATA SECURITY

We have put in place commercially reasonable and appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We are registered with the ICO and understand the process to follow if there is a security breach



RIGHTS OF ACCESS, CORRECTION, DELETION AND RESTRICTION

Your rights in connection with your personal information

You have a right to:

- Request that your information is erased.
- Object to direct marketing.

RIGHT TO WITHDRAW CONSENT

Where you have provided your consent to the collection, processing and transfer of your personal information, you have the right to withdraw your consent at any time.

CHANGES TO THIS NOTICE

Any future changes to this privacy notice will be amended on our website

This privacy notice was last updated on 1 August 2021

CONTACT US

If you have any questions regarding this notice or if you would like to speak to us about the manner in which we process your personal information, please email us at info@hcpg.co.uk

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time. Website address <http://ico.org.uk>