



ENHANCED Care Services

Privacy & Cookie Statement
Enhanced Care Services Ltd.
May 2018

Enhanced Care Services is committed to ensuring that your privacy is protected. This is our full Privacy Notice.

Privacy Statement

1. Who are Enhanced Care Services Ltd?

We are an Event Medical Provider, who specialise in providing medical care at events. We are registered and monitored by the Care Quality Commission.

2. We Promise

Under this policy, we promise to endeavour to:

1. To keep your data safe.
2. To remove or delete your data as soon as we no longer need to keep it.
3. To never sell your data.
4. To make sure you are aware of your rights, in the clearest way possible.

3. How we will use the information you give us?

We will only use your information on the basis that it is necessary to:

1. Administer your event medical cover contract.
2. To provide an offer or quotation for an event medical cover contract.
3. To help process or resolve a complaint.
4. To, with your explicit consent, provide you within information about future services we may offer.
5. To help prevent or reduce financial crime.

4. Who do we send your information to?

Where we need to pass information to other firms, it will only be for the purpose outlined above in Section 3.

By other firms, we mean:

- Healthcare Bodies
- Compliance consultancy.
- Companies who process, administer, or destroy our records.
- Marketing consultants.
- A regulator such as the CQC
- A crime prevention body.
- Your venue, local authority or other person who has requested proof of event medical cover, with your consent only.

5. Why do we get in touch with you?

When we contact you, it will either be for administering your contract for event medical cover or resolving a complaint.

It could also be because we have a legitimate interest in offering you a related product in the form of:

- An invitation to take out medical cover with us for future events
- Following up with quotations you have received from us, or
- Following up an application or enquiry which you have made to us

For any other marketing it will only be with your consent and you will be able to withdraw your consent or unsubscribe easily at any time.

If we need to obtain information which is by nature sensitive, we will only do so on the basis that it is in the public interest.

6. Where will your information be stored?

All information which will collect about you will be stored within the UK by us, mostly in an electronic format.

If we send your data to a third party, we will have undertaken a due diligence check on them to ensure they are either GDPR compliant or covered by necessary contractual controls (if outside of the European Economic Area) to ensure compliance relative to GDPR is present.

7. What type of personal information do we need?

To administer your event medical contract and offer you a contract, we will need to collect contact details from you.

We will only collect what is necessary and will only keep it for as long as we are required to do in line with our data retention policy. You can ask us for a copy.

8. How do we obtain your information?

We mostly gather information from you, which you submit to us via our website, by telephone, face to face, by email or by post.

9. How long do we keep your information?

We will hold your information for no longer than we need to.

This can vary depending on the service and any incidents that may occur at your event.

11. What are my legal rights?

Under GDPR, as an EU citizen, you would have the following rights:

1. You have the right to complain to the Information Commissioner at www.ico.org.uk, Tel 0303 123 11132.
2. You have the right to know how, why and where we process your data, as explained in this document.
3. You have the right to obtain a copy of your personal information from us, without charge by contacting us in writing, at the address above marking your correspondence FAO The Data Controller or by emailing us at admin@enhancedcareservices.co.uk.
 - I. This may include the right to transfer information to other providers.
 - II. Any request you make to us can take up to 30 days to facilitate.
 - III. We will provide the information to you in an electronic format.
 - IV. You also have the right to know, to whom we have passed your information.
 - V. We may ask for proof of identity, or additional questions in order to process your request.
4. You have the right to ask us to correct information which we hold which is not accurate.
5. You have the right to ask us to delete your information or stop using it, unless it is necessary for us to retain it for legal purposes.
6. You may have the right to object if decisions about you are made solely by a computer.

Cookie Policy

This Cookie Policy pertains to the personal information we collect or generate about our customers on our websites and describes the types of information collected, how your information is used, shared and protected. It also explains the choices you have relating to your information.

What is a Cookie?

An HTTP cookie - commonly referred to as just "cookie" - is a parcel of text sent back and forth between a web browser and the server it accesses. Its original purpose was to provide a state management mechanism between a web browser and a web server. Without a cookie (or a similar solution), a web server cannot distinguish between different users, or determine any relationship between sequential page visits made by the same user. For this reason, cookies are used to differentiate one user from another and to pass information from page to page during a single user's website session. A web server uses cookies to collect data about a given browser, along with the information requested and sent by the browser's operator (the visitor). Cookies do not identify people, but rather they are defined themselves by a combination of a computer, a user account, and a browser.

Cookies We Use

Google Analytics tracking (along with most web tracking software) uses cookies in order to provide meaningful reports about your visit to our site. However, Google Analytics cookies do not collect personal data about you.

Google Analytics uses cookies to define user sessions, as well as to provide a number of key features in the Google Analytics reports. Google Analytics sets or updates cookies only to collect data required for the reports. Additionally, Google Analytics uses only first-party cookies. This means that all cookies set by Google Analytics for the domain send data only to the servers for that domain. This effectively means that the data cannot be altered or retrieved by any service on another domain.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

IP Address

An IP address is a unique identifier that certain electronic devices use to identify and communicate with each other on the Internet. When you visit our websites, we may view the IP address of the device you use to connect to the Internet. We use this information to determine the general physical location of the device and understand from what geographic regions our website visitors come from.

Categories of Cookies

1. Necessary

These cookies are essential in order for our site to operate properly and enable you to use its features.

2. Performance

These cookies collect information about how visitors interact with our websites, such as what pages are visited and what errors may have occurred across the site. The information collected is used to improve how our websites work.

3. Targeting

These cookies are used to deliver adverts more relevant to users based on their interests. They can also be used to limit the number of times users see an advertisement as well as help measure the effectiveness of an advertising campaign. They can be placed on a device by us or by a third party with our consent. For example, where you choose to link to various social media networks (such as Facebook, Twitter and Pinterest) via our website, these social network sites may place cookies on your device and use these to target advertising to you on their or other websites.

Your Choices

Cookies are used with your consent in accordance with applicable law. You can stop cookies being downloaded on to your computer by selecting the appropriate settings on your browser. Most browsers will tell you how to stop accepting new cookies, how to be notified when you receive a new cookie, and how to disable existing cookies. You can find out how to do this for your particular browser by clicking "help" on your browser's menu or by visiting <http://www.aboutcookies.org.uk>. Please note, however, that without cookies you may not be able to take full advantage of all our website features.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [email address]

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

How to turn off cookies

Please use the following links below to disable cookies on your particular browser:

- [Manage Chrome Cookies](#)
- [Manage Internet Explorer Cookies](#)
- [Manage Safari Cookies](#)
- [Manage FireFox Cookies](#)