

How we use your data

Simplyhealth is committed to protecting your right to privacy. We appreciate the sensitivity of the personal information that you disclose when you visit, or register on our website. This is also to make sure we comply with any legal obligations.

We observe high standards of confidentiality and comply with all relevant data protection legislation, in respect of which we are registered with the Information Commissioner's Office.

This policy will help you understand why we collect your personal information, how it is used and what your rights are. It will enable you to make an informed decision as to whether you give us your personal information via our websites.

Where you are asked to provide personal information on our websites, you will be prompted to read our Privacy Policy and confirm that you have done so.

What rights do I have around the use of my personal data?

We know that data protection can be complicated and that's why you have a number of rights;

You have the right to see your personal data that is held by us. You also have the right to ask us to amend data that is incorrect, to delete data, or not use it in certain ways. You have the right to move, copy or transfer your personal data from information captured by us. You can contact the Data Protection Officer to do this.

Who holds my personal data?

Simplyhealth People hold your data. If you have any questions about the personal data that we hold, how we use it, or want to exercise any of the rights above.

If you have any questions about the personal data that is held and how we use it please write to:

The Data Protection Officer
Simplyhealth People
Hambleton House
Waterloo Court
Andover
Hampshire
SP10 1LQ.

How do you protect my personal data?

By law we must have measures in place to protect data. As a result we have strict rules to protect the storage and use of all data. These rules apply to anyone who uses the data, even if they are not part of the Simplyhealth Group (we make sure that our contracts include clauses to protect data). Our processes also include protection for our buildings and IT systems. To check that these measures work we run independent audits on a regular basis.

Who can see my personal data?

We can give your personal data:

- to persons who provide a service to us or act as our agents
- to anyone to whom we may transfer rights and duties under this policy
- to third parties who act on behalf of Simplyhealth
- where we have a duty to provide that data (such as to regulatory bodies), or if the law allows us to do so, or if the person who asks for the data has a lawful interest in seeing the data.

In these situations, we may send your personal data outside the European Economic Area.

How long do you keep my personal data for?

We keep your personal data for up to twelve months.

If I have given you my consent to use my personal data for a reason, can I change my mind?

Yes. You can change your mind at any time.

If I am not happy with the way you use my data, who can I talk to?

You can contact our Data Protection Officer, or the Information Commissioner's Office (ICO). You can call the ICO on 0303 123 1113 or 01625 545 745, or email the ICO at casework@ico.org.uk

Simplyhealth People is registered as the Data Controller with the ICO, number Z9938536.