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## PRIVACY POLICY

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### BACKGROUND:

Sheridan Foot Health (Portchester) Limited understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, [www.sheridanfoothealth.co.uk](http://www.sheridanfoothealth.co.uk) ("Our Site") and will only collect and use personal data in ways that are described here, and in a manner that is consistent with Our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

Please be advised this privacy policy covers both Sheridan Foot Health (Portchester) Limited and Sheridan Foot Health (Locks Heath) Limited.

### 1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

<b>"Account"</b>	means an account required to access and/or use certain areas and features of Our Site;
<b>"Cookie"</b>	means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site. Details of the Cookies used by Our Site are set out in section 13, below;
<b>"Cookie Law"</b>	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;
<b>"personal data"</b>	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 – the General Data Protection Regulation ("GDPR"); and
<b>"We/Us/Our"</b>	means Sheridan Foot Health (Portchester) Limited, a limited company registered in England under company number 08482453/AUT code- S1937C whose registered address is 48 White Hart Lane, Portchester, PO16 9BH and whose main trading address is as above.

### 2. Information About Us

- 2.1 Our Site is owned and operated by Sheridan Foot Health (Portchester) Limited, a limited company registered in England under company number 08482453/AUT code- S1937C whose registered address is Sheridan Foot Health, 48 White Hart Lane, Portchester PO16 9BH and whose main trading

address is as above.

- 2.2 Our Data Protection Officer is Diane Sheridan, and can be contacted by email at [diane@sheridanfoothealth.co.uk](mailto:diane@sheridanfoothealth.co.uk), by telephone on 02392 388149, or by post at 48 White Hart Lane Portchester PO16 9BH.
- 2.3 We are a self-regulated company, bound by the code of professional conduct of the following organisations: SMAE Institute, Nursing and Midwifery Council, Alliance of Private Sector Practitioners, Register for Foot Health Practitioners and the Southern Chiropody, Podiatry and Foot Health Practitioner Association.
- 2.4 We are a member(s) of SMAE Institute, Nursing and Midwifery Council, Alliance of Private Sector Practitioners, Register for Foot Health Practitioners and the Southern Chiropody, Podiatry and Foot Health Practitioner Association.

### 3. **What Does This Policy Cover?**

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.

### 4. **Your Rights**

- 4.1 As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:
  - 4.1.1 The right to be informed about Our collection and use of personal data;
  - 4.1.2 The right of access to the personal data We hold about you (see section 12);
  - 4.1.3 The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us using the details in section 14);
  - 4.1.4 The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 6 but if you would like Us to delete it sooner, please contact Us using the details in section 14);
  - 4.1.5 The right to restrict (i.e. prevent) the processing of your personal data;
  - 4.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
  - 4.1.7 The right to object to Us using your personal data for particular purposes; and
  - 4.1.8 Rights with respect to automated decision making and profiling.

- 4.2 If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided in section 14 and We will do Our best to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.
- 4.3 For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

## 5. **What Data Do We Collect?**

Depending upon your use of Our Site, We may collect some or all of the following personal and non-personal data (please also see section 13 on Our use of Cookies and similar technologies):

- 5.1 name
- 5.2 contact information such as email addresses and telephone numbers
- 5.3 IP address;
- 5.4 web browser type and version;
- 5.5 operating system;
- 5.6 a list of URLs starting with a referring site, your activity on Our Site, and the site you exit to;

## 6. **How Do We Use Your Data?**

- 6.1 All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with Our obligations and safeguard your rights under the GDPR at all times. For more details on security see section 7, below.
- 6.2 Our use of your personal data will always have a lawful basis, either because it is necessary for Our performance of a contract with you, because you have consented to Our use of your personal data, or because it is in Our legitimate interests. Specifically, We may use your data for the following purposes:
  - 6.2.1 Replying to emails from you;
- 6.3 You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it.
- 6.4 We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will therefore be retained for the following periods (or its retention will be determined on the following bases):
  - 6.4.1. Personal data that has been collected from the "Contact Us" page will be held for 3 months unless you contact us sooner to request for this data to be deleted before the end of the 3 month period.

## 7. **How and Where Do We Store Your Data?**

- 7.1 We only keep your personal data for as long as We need to in order to use it

as described above in section 6, and/or for as long as We have your permission to keep it.

- 7.2 Your data will only be stored in the UK.
- 7.3 Data security is very important to Us, and to protect your data We have taken suitable measures to safeguard and secure data collected through Our Site.
- 7.4 Steps We take to secure and protect your data include:
  - 7.4.1 Only authorised personnel employed by Sheridan Foot Health (Portchester) Limited will use your personal data to reply to email requests that we receive from you. All electronic devices are password protected and are held and stored securely on-site. Such devices are not left unattended and are locked in a pass worded cupboard when not in use. The premise is secured over night. Emails containing your personal data will not be held in an active inbox after 48 hours and will then be archived. After 3 months, email correspondence containing your personal data will be permanently deleted from all folders.
  - 7.4.2 When sending and receiving emails we use SSL/encryption.

## 8. **Do We Share Your Data?**

- 8.1 Subject to section 8.2, We will not share any of your data with any third parties for any purposes.
- 8.2 In certain circumstances, We may be legally required to share certain data held by Us, which may include your personal data, for example, where We are involved in legal proceedings, where We are complying with legal obligations, a court order, or a governmental authority.
- 8.3 We may compile statistics about the use of Our Site including data on traffic, usage patterns, user numbers, sales, and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you. We may from time to time share such data with third parties such as prospective investors, affiliates, partners, and advertisers. Data will only be shared and used within the bounds of the law.
- 8.4 In certain circumstances, We may be legally required to share certain data held by Us, which may include your personal data, for example, where We are involved in legal proceedings, where We are complying with legal requirements, a court order, or a governmental authority.

## 9. **What Happens If Our Business Changes Hands?**

- 9.1 We may, from time to time, expand or reduce Our business and this may involve the sale and/or the transfer of control of all or part of Our business. Any personal data that you have provided will, where it is relevant to any part of Our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by Us.
- 9.2 In the event that any of your data is to be transferred in such a manner, you will not be contacted in advance and informed of the changes.

## 10. **How Can You Control Your Data?**

- 10.1 In addition to your rights under the GDPR, set out in section 4, when you submit personal data via Our Site, you may be given options to restrict Our use of your data.

## 11. **Your Right to Withhold Information**

- 11.1 You may access most of Our Site without providing any data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

- 11.2 You may restrict Our use of Cookies. For more information, see section 13.

## 12. **How Can You Access Your Data?**

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). Under the GDPR, no fee is payable and We will provide any and all information in response to your request free of charge. Please contact Us for more details at [diane@sheridanfoothealth.co.uk](mailto:diane@sheridanfoothealth.co.uk), or using the contact details below in section 14.

## 13. **Our Use of Cookies**

- 13.1 Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve our products and services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

- 13.2 All Cookies used by and on Our Site are used in accordance with current Cookie Law.

- 13.3 Before Cookies are placed on your computer or device, you will be shown a message bar at the bottom of the screen requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling Us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Site may not function fully or as intended.

- 13.4 Our Site uses analytics services provided by Google Analytics and GoSquared. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Site is used. This, in turn, enables Us to improve Our Site and the products and services offered through it. You do not have to allow Us to use these Cookies, however whilst Our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable Us to continually improve Our Site, making it a better and more useful experience for you.

- 13.5 The analytics service(s) used by Our Site use(s) Cookies to gather the required information.

- 13.6 The analytics service(s) used by Our Site use(s) the following Cookies:

<b>Name of Cookie</b>	<b>First / Third Party</b>	<b>Provider</b>	<b>Purpose</b>
_ga	Third	Google Analytics	Used to distinguish users.
_gid	Third	Google Analytics	Used to distinguish users.
_gat	Third	Google Analytics	Used to throttle request rate. If Google Analytics is deployed via Google Tag Manager, this cookie will be named _dc_gtm_<property-id>.
AMP_TOKEN	Third	Google Analytics	Contains a token that can be used to retrieve a Client ID from AMP Client ID service. Other possible values indicate opt-out, inflight request or an error retrieving a Client ID from AMP Client ID service.
_gac_<property-id>	Third	Google Analytics	Contains campaign related information for the user. If you have linked your Google Analytics and AdWords accounts, AdWords website conversion tags will read this cookie unless you opt-out.

<b>Name of Cookie</b>	<b>First / Third Party</b>	<b>Provider</b>	<b>Purpose</b>
gs_u_{PROJECT_TOKEN}	Third	GoSquared	used for tracking your device info when browsing. This cookie lasts for 2 years.
gs_p_{PROJECT_TOKEN}	Third	GoSquared	keeps track of a visitor's previously viewed page throughout their browsing session. This cookie lasts for a max of 60 seconds or until the next pageview, whichever is sooner.
gs_v_{PROJECT_TOKEN}	Third	GoSquared	this is used for storing your visitors 'identified' id when using People CRM. This cookie lasts for 2 years.

- 13.7 In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third party cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
- 13.8 You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.
- 13.9 It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

#### **14. Contacting Us**

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at [dane@sheridanfoothealth.co.uk](mailto:dane@sheridanfoothealth.co.uk), by telephone on 02392388149, or by post at Sheridan Foot Health, 48 White Hart Lane, Portchester, PO16 9BH. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under section 12, above).

#### **15. Changes to Our Privacy Policy**

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.