

EOPH Privacy/Cookie Policy

We are committed to protecting the privacy and security of personal data. This document informs you of our policies regarding collection, use and disclosure of personal information we receive from users of the Site.

EOPH Ltd operates <http://eoph.co.uk> (the “Site”). Registered in England and Wales with Company No 10227723. Our office address is Unit 4, Ivanhoe Road, Finchampstead RG40 4QQ. The person with responsibility for our data protection compliance is Clare Miller and she can be contacted via email at Clare@cordellhealth.co.uk or by telephone on 0118 207 6190.

We will comply with applicable data protection legislation (including the Data Protection Act 2018 and the UK General Data Protection Regulation (“UK GDPR”). By using the Site you agree to the collection and use of information in accordance with this policy.

You have rights in respect of how your personal data can be processed; these include the right to request:

- ❖ a copy of your personal data;
- ❖ that inaccurate data is rectified; and
- ❖ that your personal data is, in certain circumstances, erased or restricted.

You have the right to complain to the Information Commissioner, which you can do by contacting the Information Commissioner’s Office (ICO) directly. Full contact details, including a helpline number, can be found on the ICO website (www.ico.org.uk). This website also has useful information on your rights and our obligations. However, please raise any concerns or issues with us first so that we may deal with this as quickly as possible for you.

Information Collection

While using our Site, we may ask you to provide us with certain personal identifiable information that can be used to contact or identify you. Personal identifiable information may include, but is not limited to your name, address, email address and phone number (“Personal information”). This will be done for the management of the commercial relationship with our clients and as required by us to conduct our business and pursue legitimate interests.

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- ❖ to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes
- ❖ to improve our site to ensure that content is presented in the most effective manner for you and for your computer
- ❖ to allow you to participate in interactive features of our service, when you choose to do so as part of our efforts to keep our site safe and secure
- ❖ to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you

- ❖ to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- ❖ in performance of a contract (the agreement to provide a course or courses to you); and/or
- ❖ where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests
- ❖ to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us
- ❖ to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about
- ❖ to notify you about changes to our service
- ❖ to ensure that content from our site is presented in the most effective manner for you and for your computer.

We may also use your personal data in the following situations, which are likely to be less common:

- ❖ where we need to protect your interests (or someone else's interests);
- ❖ where it is needed in the public interest or for official purposes.

All our people are required to abide by our Privacy Policy when handling personal data and are provided with appropriate data protection training. Any breach of data protection will be taken seriously and may result in disciplinary action. Our Data Protection Manager will provide the advice and guidance to our people on data protection issues, as is required.

DISCLOSURE:

We will not share any of your personal data with any third parties for any purposes, subject to one important exception. We may sometimes contract with the following third parties to supply products or services to you on our behalf. These may include payment processing, and marketing. In some cases, those third parties may require access to some or all of your personal data that we hold.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law. If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

Log Data

Like many site operators, we collect information that your browser sends whenever you visit our site ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your vision, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics that collect, monitor and analyse such data.

Security

The security of your Personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. We have put in place measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We have put in place procedures to deal with any suspected data security breach and will notify you and the ICO of a suspected breach where we are legally required to do so.

While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Data Storage

We will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

Changes to your personal data

It is very important that the personal information that we hold about you is accurate and current. Please tell us if your personal information changes during your relationship with us.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes.

You have the right by law to request access information held about you. Your right of access can be exercised in accordance with the Data Protection Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. You can also request correction of your personal data which we hold or erasure of your data. You have the right to object to the processing of your personal data where there is something about your personal situation which makes you want to object to processing. You can request the restriction of processing your personal data and the transfer of data to another party.

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: admin@eoph.co.uk

Changes to this Privacy Policy

This Privacy policy is effective as of 01 May 2022 and will remain in effect except with respect to any changes in its provisions in the future, which will be updated within this policy.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the

Privacy Policy on this page will constitute your acknowledgement of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will either notify you either through the email address you have provided us, or by placing a prominent notice on our website.

Terms and Conditions

Please read the Terms and Conditions below (“Terms”) carefully before using the <http://www.eoph.co.uk> website (the “Service”).

Your access to and the use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service. By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms, then you may not access the Service.

How you may use the material on our site

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Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged.

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Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up-to-date.



Links to other web sites

Our Service may contain links to third-party websites or services that are not controlled by EOPH Ltd.

EOPH Ltd has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third-party websites or services. You further acknowledge and agree that EOPH Ltd shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused or alleged to be caused by or in connection with use of or reliance on any such content, goods, or services available on or through any such websites or services.

Changes

We reserve the right at our sole discretion, to modify or replace these Terms at any time. If a revision is material, we will try to provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

Cookies

Cookies are files with small amounts of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your computer's hard drive. Like many sites, we use "cookies" to collect information. These cookies allow us to distinguish you from other users of our website, which helps us to provide you with a good experience when you browse our website and allows us to improve and develop our site.

The cookies we use are "analytical" cookies. They allow us to recognise and count the number of visitors and to see how visitors move around the site when they are using it. This helps us to improve the way our website works, for example by ensuring that users are finding what they are looking for easily.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

Contact Us

If you have any questions about this Privacy & Cookie Policy, please contact us at admin@eoph.co.uk.