

## **Joined-Up-Rehab Privacy Policy**

Joined Up Rehab respects your privacy and do everything possible to protect your personal information. We only collect what is necessary to manage your account and process any contact you initiate with us. If you have any questions, please contact us via our website [www.werc.co.uk](http://www.werc.co.uk) or email [joineduprehab@gmail.com](mailto:joineduprehab@gmail.com).

### **Joined Up Rehab Privacy Policy**

Privacy Policies are required by the Information Commissioners Office as a result of improvements to data security required by the General Data Protection Regulations from the European Parliament. Our Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from [www.werc.co.uk](http://www.werc.co.uk).

### **1: Personal Information We Collect**

When you visit our site we automatically collect certain information about your device, including information about your web browser, IP address, time zone. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to our site and information about how you interact with the Site. We refer to this automatically collected information as “Device Information”.

We collect Device Information using the following technologies:

Cookies are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.

### **The lawful basis for processing data**

Under the guidelines of the Information Commissioners Office, we have identified the lawful basis on which we collect and process data as:

6(1)(a) Consent from the data subject

6(1)(b) Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract

6(1)(c) Processing is necessary for compliance with a legal obligation

### **Joined-Up-Rehab Website Users**

We collect data you provide within your course application, purchasing and enquiry processes namely: Your Name, address, phone numbers, email address.

For course applications we collect additional requirements data that is submitted by you.

### **Complaints**

We will collect the data provided by you to process any complaint you may make: Your name, address, phone number and email address.

### **Public enquiries**

We will collect your Name and email address.

### **Payments**

We do not collect any payment information as that is handled by Paypal. To find out more about how payments are handled contact [www.paypal.com](http://www.paypal.com)

## **2: How Do We Use Your Personal Information?**

### **Joined Up Rehab course applicants**

We use the Information that we collect generally to process your application, account and complaints.

Additionally, we use this Information to:

+Communicate with you; by phone, text, email, mass email and post.

+ If you have consented to receive email newsletters, we would like to send you news about further developments in the course provisions which may be of interest to you. You may opt out later.

### **Complainants**

We use this information to process your complaint. If you have a complaint about the clinical or educational services provided by WERC.

### **Public enquires**

We use this information to support your enquiry.

### **General**

We use the Device Information that we collect to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

## **3: Sharing Your Personal Information**

We share your Personal Information with third parties to help us use your Personal Information, as described above. We use Web Analytics via our service provider Wix to help us understand how our customers use the Site. You can read more about how Wix uses your Personal Information here: <https://www.wix.com/about/privacy>

We also use Google Analytics. You can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>.

You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

WERC will not share your information with other voluntary organisations or commercial companies for marketing purposes.

We may disclose your personal information to Third Party Insurers only where this is necessary to help assisted a claim made by you.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a lawful request for information we receive, or to otherwise protect our rights. You have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the information on our contact page

## **4: Your Rights**

You have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise

this right, please contact us through the information on our contact page at [www.werc.co.uk](http://www.werc.co.uk)

#### **5: Other websites**

Our website contains links to other websites. This privacy policy only applies to the Joined-Up-Rehab website so when you link to other websites you should read their own privacy policies.

#### **6: Data Retention**

When you make contact through the site, we will maintain your Information for our records unless and until you ask us to delete this information.

#### **7: Changes**

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

#### **8: Contact Us**

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please get in touch with us via the information on our contact page at [www.werc.co.uk](http://www.werc.co.uk) or email [joineduprehab@gmail.com](mailto:joineduprehab@gmail.com) or at WERC, Stackyard, Oldhamstocks, Cockburnspath, East Lothian, UK. TD13 5XW.