



Privacy Notice

Our contact details

E. Irune

IENT Limited

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What type of information we have

We hold information such as your full name, date of birth, address, any medical information you provide, your email address; also other information you may enter into our website when you make a query.

How we get the information and why we do we have it

We use the information you provide to inform and serve your healthcare needs. For example, the doctor documents your clinic consultations and treatment using this personal information to identify you.

We will never sell your personal data or share it with individuals that do not need it to provide needs you have requested be fulfilled.

We may sometimes send you healthcare information.

What we do with the information

We only hold information you have voluntarily provided to us in the course of your healthcare query. In some cases, this data will have been provided by your GP or another doctor with your knowledge.

By sending us your details, health records etc. you consent and accept that it may be necessary for us to forward these clinical details electronically or in other formats.

We hold the information to allow us process your enquiries on your healthcare needs.

We sometimes use the information to improve the content and design of the website.

You have a right to ask us to remove all information we have once we have processed your query but not until after the financial year has ended. Thereafter, we can delete your personal identifiable information from our cloud.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting admin@ient.co.uk.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We use it to provide healthcare services to you.
- (e) We use it to provide other health related services to you.

SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

COOKIES

A "cookie" is a small file containing a string of characters that is sent to your computer when you visit a website. When you visit the website again, the cookie allows that site to recognise your browser. Cookies may store user preferences and other information. You can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some website features or services may not function properly without cookies.

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.

How we store your information

For all personal identifiable information, we keep this information on a secure data cloud which is protected and complies with all data protection laws.

If we were to send information within parties in the United Kingdom or anywhere in the world, we will use encryption in the emails as per GDP Regulations.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

We will charge you a small fee for exercising your rights to make a request. This is to allow us process the request effectively. If you make a request, we have one month to respond to you.

Please contact us at admin@ient.co.uk if you wish to make a request.

How to complain

You can make a complaint by writing to us at admin@ient.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

