

WorkStrong Privacy Policy

WorkStrong is a trading name of James Rind Physiotherapy Ltd. This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

Topics:

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What data do we collect?

WorkStrong collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Clinical details and information

How do we collect your data?

You directly provide WorkStrong with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Consensual discussions with clinical staff and employees

WorkStrong may also receive your data indirectly from the following sources:

- Third-party organisations including insurers, solicitors and employers

How will we use your data?

WorkStrong collects your data so that we can:

- Process your order and manage your account.
- Email you with special offers on other products and services we think you might like.
- Undertake appropriate clinical and professional support and treatment

If you agree, WorkStrong will share your data with our partner companies so that they may offer you their products and services.

- James Rind Physiotherapy Ltd

How do we store your data?

WorkStrong securely stores your data at 4th Floor, 113-16 Bute Street, Cardiff Bay, Cardiff CF10 5EQ and with Dropbox.

WorkStrong will keep your personal for 2 years (7 for clinical related information). Once this time period has expired, we will delete your data by system deletion and shredding of any information held on paper.

Marketing

WorkStrong would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- James Rind Physiotherapy Ltd

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop WorkStrong from contacting you for marketing purposes or giving your data to other members of James Rind Physiotherapy Ltd.

If you no longer wish to be contacted for marketing purposes, please visit www.workstrong.co.uk/contact.html

What are your data protection rights?

WorkStrong would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request WorkStrong for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that WorkStrong correct any information you believe is inaccurate. You also have the right to request WorkStrong to complete the information you believe is incomplete.

The right to erasure – You have the right to request that WorkStrong erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that WorkStrong restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to WorkStrong's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that WorkStrong transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: 0845 6439628

Or write to us:

WorkStrong, 4th Floor, 113-116 Bute Street, Cardiff Bay, Cardiff CF10 5EQ

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

WorkStrong uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – WorkStrong uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – WorkStrong uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. WorkStrong sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The WorkStrong website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

WorkStrong keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 7th April 2020.

How to contact us

If you have any questions about WorkStrong's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: office@workstrong.co.uk

Call us: 08456439628

Or write to us:

WorkStrong, 4th Floor, 113-116 Bute Street, Cardiff Bay, Cardiff CF10 5EQ

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that WorkStrong has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.