

## Website Privacy Policy

We are One5 Health LTD, a company registered in England. Our company number is 11950184 and our registered address is:

98A Southgate Road, London, N1 3JD

("One5 Health LTD" / "**we**" / "**our**" / "**us**"). We are committed to ensuring that your privacy is protected. We will continue to comply with current data protection legislation, including General Data Protection Regulation ((EU) 2016/679) ("**GDPR**"), unless and until the GDPR is no longer directly applicable in the UK, together with any national implementing laws, regulations and secondary legislation as amended or updated from time to time in the UK, and any successor legislation to the GDPR. We are the data controller of data you pass to us pursuant to this policy. Our Privacy Officer can be contacted at [care@one5.health](mailto:care@one5.health) .

This Privacy Policy, together with our Website Privacy, sets out how we collect personal information from you via the website and how the personal information you provide will be processed by us. By visiting the website at **www.one5.health** (the "**Website**") you are accepting and consenting to the practices described in this Website Privacy Policy. If you do not consent, please do not submit any personal data to us or accept cookies when visiting our website.

### **What Information does One5 Health LTD hold and how will we use it?**

**Information you give One5 Health LTD:** You may give us information about yourself by completing a testimonial form on the website. The information you give us on this form may include your name, email address, age and location data and possibly some medical or health information if this is mentioned by you in your testimonial.

Where possible, we will process and then anonymise this data as soon as possible, making your original personal data impossible to view. Your anonymised testimonial comments will then be retained indefinitely in order to enable other potential clients to make an informed decision about utilising the services of One5 Health LTD, based on your opinion of the services we provide. After being anonymised, the comments that you provide for testimonials will be made publicly available on One5 Health website and in our marketing materials and/or they may be used for promotional purposes.

Only if you have given explicit consent will your name or other personal data be used alongside your testimonial comments. You have the right to withdraw your consent to the processing of your personal data at any time and/or to request that your testimonial comments be removed from the website or future marketing/promotional publications, even if your testimonial comments have been anonymised.

### **Information One5 Health LTD collects about you from our website:**

One5 Health LTD may collect the following information from you when you visit the website:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
- Information about your visit to the One5 Health LTD website, including the full Uniform Resource Locators (URL), clickstream to, through and from the website (including date and time), products you viewed or searched for on the website, page response times, website errors, length of visits to certain pages on the website, page interaction information, methods used to browse away from the page and any phone number used to call our helpline

This data is retained according to timescales governed by the website software and analytics providers.

### **Cookies**

The Website uses cookies to distinguish you from other users of the website. For detailed information on cookies and the purposes for which we use them, please see our Website Privacy Policy.

### **Use Made of the Information**

One5 Health LTD may use the information we receive and/or collect about you from the website to monitor website usage and provide statistics to third parties for the purposes of improving and developing the website and the services we provide via the website.

**One5 Health LTD** processes personal information for certain legitimate business purposes, which include some or all the following:

- Where the processing enables One5 Health LTD to enhance, modify, personalise or otherwise improve the website, its services or communications
- To identify and prevent fraud
- To enhance the security of One5 Health LTD's network and information systems
- To better understand how people interact with One5 Health LTD's websites
- To administer the website and carry out data analysis, troubleshooting and testing; and
- To determine the effectiveness of promotional campaigns and advertising

Where we are processing personal data we have obtained via the website on the basis of having obtained consent from you, you have the right to withdraw your consent to the processing of your personal data at any time. If you would like to withdraw your consent please let us know by emailing [care@one5.health](mailto:care@one5.health). Please bear in mind that if you object to the processing of your personal data, or if you delete cookies, this may affect our ability to carry out any of the tasks above for your benefit.

We will not share, sell or distribute any of the information you provide to us (other than as set out in this policy) without your prior consent, unless required to do so by law. We do not carry out automated decision-making using the personal data you provide to us.

### **Third Party Sites**

One5 Health LTD  
Company no: 11960184

Registered address: 98A Southgate Road, London, N1 3JD

Our website may contain links to third party websites, including websites via which you are able to purchase products and services. Although this website intends only to include external links which the owners believe in good faith to be safe and relevant, you are advised to adopt a policy of caution before clicking any external web links mentioned throughout the website.

The owners of the website cannot guarantee or verify the contents of any externally linked website despite their best efforts. The links are provided for your convenience only and we do not check, endorse, approve or agree with such third-party websites nor the products and/or services offered and sold on them. We have no responsibility for the content, product and/or services of the linked websites. You should therefore note that you click on external links at your own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

As third party websites are outside of our control, they are not covered by this privacy policy and their privacy policies may differ from this one. Please ensure that you review all terms and conditions of website use and the privacy policy of any such third party websites before use and before you submit any personal data to those websites.

### **Social Media Platforms**

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are subject to the terms and conditions as well as the privacy policies held with each social media platform respectively.

You are advised to use social media platforms wisely and communicate or engage upon them with due care and caution in regard to your own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email to arrange an appointment. For your own medical safety and privacy, please do not include

any personal medical information or queries in an email – these will be discussed at the time of the appointment. Should you choose to do so, this is at your own risk.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. You are advised before using such social sharing buttons that you do so at your own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

### **How Safe is your Information?**

Protecting your security and privacy is important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of current data protection legislation. The website is protected by various levels of security technology, which are designed to protect your information from any unauthorised or unlawful access, processing, accidental loss, destruction and damage.

When you submit a testimonial form via the website, none of the personal data is stored on the website servers as the form is emailed directly to One5 Health LTD. Every effort has been made to ensure a safe and secure form to email submission process, however the transmission of information via the Internet is not completely secure and we cannot guarantee the security of your personal information or other data transmitted to or from our website or via email. Any such transmission of personal data is therefore at your own risk.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access. Where possible, and unless you have given explicit consent for your name or other personal data be used alongside your testimonial comments, we will anonymise the personal data sent via testimonial forms as soon as possible. By submitting your personal data via the website or email, and in providing any personal and/or sensitive information to us, you agree to this transfer, storing or

processing. We will take all steps reasonably necessary to ensure that your data is treated securely.

### **Disclosure of your Information**

If required, we may share the personal information from your testimonial with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006. If required, we may share your personal information from your testimonial, or any cookie data from your use of our website, with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter with them or you
- Analytics and search engine providers that assist us in the improvement and optimisation of the website

Please note we may need to disclose your personal information where we:

- Sell any or all of our business or assets or we buy another business or assets in which case we may disclose your personal data to the prospective buyer or seller
- Are under a legal duty to comply with any legal obligation or to enforce or apply our terms and conditions; or
- Need to disclose it to protect our rights, property or the safety of our customers or others, including the exchange of information with other companies, organisations and/or governmental bodies for the purposes of fraud protection and credit risk reduction

### **Where we Store your Personal Data**

The data that we collect from you is not transferred to, or stored at, a destination outside the European Economic Area (“EEA”).

### **Your Rights in Respect of your Data**

As a client testimonial usually reflects a snapshot of the service provided by One5 Health LTD at a certain point in time, you do not need to inform us of any changes to the personal data submitted on the testimonial form.

However, if you do wish to make any changes to your information, access it, rectify it or ask us to transmit it directly to another data controller, please contact us as soon as possible. We shall process your request to access your information within one month of receipt, or we will let you know within that timeframe if we need more information from you. We will process your request free of charge.

To request that your information or testimonial comment is deleted or if you wish to restrict or object to the processing of your information, please contact us. You are also able to decline to accept or to block or to delete cookies on your computer or device.

If you have any complaints about our use of your personal data, please contact us. You also have the right to complain to the relevant supervisory authority in your jurisdiction. In the UK, the supervisory authority is the Information Commissioner's Office. Contact details for the ICO can be found at <https://ico.org.uk/>.

If you have any further queries or comments on our Website Privacy Policy, or to contact us in any of the situations above, email [care@one5.health](mailto:care@one5.health). We also welcome your views about our website and our Website Privacy Policy. To learn more about how we process personal data we receive through means other than this website, please see our [Fair Processing Notice](#).