



Website Privacy Policy

Version 2.0 Sept 2024

This website is operated by MEDIPRO LIMITED. The privacy of our users is extremely important to us and therefore we encourage all users to read this policy very carefully because it contains important information regarding:

- who we are;
- how and why we collect, store, use and share personal information;
- your rights in relation to your personal information; and
- how to contact us and supervisory authorities in the event that you have a complaint.



Who we are

MEDIPRO LIMITED ('we', 'us', 'our') collect, use and are responsible for storing certain personal information about you ('you', 'your', 'yours').



The personal information we collect and use

Personal information is information which you can be identified from (and does not include any anonymised forms of information).

1. Types of personal information

We may process the following types of personal information in relation to you:

Contact details such as: email addresses, postal addresses, telephone numbers and payment card details.



How your personal information is collected

This section describes how the above types of personal information are collected by us. Your personal information will be collected as follows:

1. Personal information obtained from you directly

We will sometimes obtain information from you directly, including when you:

Subscribe to the newsletter, purchase a product or service, create a user profile, contact us using the 'Get in touch' messaging service.

2. Personal information obtained by use of cookies or other automated means

We will sometimes obtain information via automated technology. This shall be by use of cookies and other similar technology. A cookie is a small text file which is placed onto your computer or electronic device when you access our website. Similar technologies include web beacons, action tags, local shared objects ('flash cookies') and single-pixel gifs. Such technologies can be used to track users' actions and activities, and to store information about them. Usually this will be in order to monitor and obtain information regarding:

How many times a user visits the website, which pages a user visits, traffic data, location data.

On the first occasion that you use our site we will ask whether you consent to our use of cookies and/or other similar processing technologies. If you do not consent, such technologies will not be used. Thereafter you can opt-out of using cookies at any time or you can set your browser not to accept cookies. However, some of our website features may not function as a result.

For further information on our use of cookies and other similar technologies, please see our policy document as described below.

3. Additional sources

We shall collect personal information in relation to you from the following sources:

Social media sign on page

4. Changes to the way in which we collect your personal information

In the event that we need to obtain personal information in relation to you from any other source than those described above, we shall notify you of this.



How we use your personal information

1. General purposes

In general, your personal information will generally be processed for the following purposes:

to enter into a contract for the supply of training services and marketing materials where appropriate



Lawful basis for processing of your personal information

We have described above the purposes for which we may process your personal information. These purposes will at all times be justified by UK data protection law.

1. General lawful bases

The lawful basis upon which we are able to process your personal data are:

- (1) where we have your consent to use your data for a specific purpose;
- (2) where it is necessary to enter into a legal contract with you or to perform obligations under a legal contract with you;
- (3) where it is necessary to enable us to comply with a legal obligation;
- (4) where it is necessary to ensure our own legitimate interests or the legitimate interests of a third party (provided that your own interests and rights do not override those interests). Wherever we rely upon this basis, details of the legitimate interests concerned shall be provided to you;
- (5) where we need to protect your own vital interests (or the vital interests of another person); and/or
- (6) where it is needed in the public interest (or where we are acting in our official functions), provided that the task or function has a clear basis in law.

In general, in order to meet the purposes we have described above, we will process your personal information where we have your express consent on each occasion that the data is processed.



Sharing of your personal information

On any occasion where any of your personal information is shared with any third party, we shall only permit them to process such information for our required purposes, under our specific instruction, and not for their own purposes. We are required to enter into a formal legal agreement to enable such sharing to take place.

We do not anticipate that we will need to share your personal information with any third party. We will notify should this position change.



Mobile Terms of services

The Medipro Limited mobile message service (the "Service") is operated by Medipro Limited ("Medipro Limited", "we", or "us"). Your use of the Service constitutes your agreement to these terms and conditions ("Mobile Terms"). We may modify or cancel the Service or any of its features without notice. To the extent permitted by applicable law, we may also modify these Mobile Terms at any time, and your continued use of the Service following the effective date of any such changes shall constitute your acceptance of such changes.

By consenting to Medipro Limited's SMS/text messaging service, you agree to receive recurring SMS/text messages from and on behalf of Medipro Limited through your wireless provider to the mobile number you provided, even if your mobile number is registered on any state or federal Do Not Call list. Text messages may be sent using an automatic telephone dialing system or other technology. Promotional messages may include promotions, specials, and other marketing offers (e.g., cart reminders).

Medipro Limited's website also uses cookies to help keep track of items you put into your shopping cart, including when you abandon your cart. This information is used to determine when to send cart reminder messages via SMS. Please note that text messaging originator opt-in data and consent will not be shared with third parties.

You understand that you do not have to sign up for this program to make any purchases, and your consent is not a condition of any purchase with Medipro Limited. Your participation in this program is completely voluntary.

We do not charge for the Service, but you are responsible for all charges and fees associated with text messaging imposed by your wireless provider. Message frequency varies. Message and data rates may apply. Check your mobile plan and contact your wireless provider for details. You are solely responsible for all charges related to SMS/text messages, including charges from your wireless provider.

You may opt out of the Service at any time. Text the single keyword command STOP to Medipro or click the unsubscribe link (where available) in any text message to cancel. You'll receive a one-time opt-out confirmation text message. No further messages will be sent to your mobile device unless initiated by you. If you have subscribed to other Medipro Limited mobile message programs and wish to cancel, except where applicable law requires otherwise, you will need to opt out separately from those programs by following the instructions provided in their respective mobile terms.

For Service support or assistance, text HELP to Medipro or email pr@medipro.co.uk

We may change any short code or telephone number we use to operate the Service at any time and will notify you of these changes. You acknowledge that any messages, including any STOP or HELP requests, you send to a short code or telephone number we

have changed may not be received, and we will not be responsible for honouring requests made in such messages.

The wireless carriers supported by the Service are not liable for delayed or undelivered messages. You agree to provide us with a valid mobile number. If you get a new mobile number, you will need to sign up for the program with your new number.

To the extent permitted by applicable law, you agree that we will not be liable for failed, delayed, or misdirected delivery of any information sent through the Service, any errors in such information, and/or any action you may or may not take in reliance on the information or Service.



Necessity of information

Where information is requested from you and you do not provide this:

It may prevent you from using certain features of the website and/or receiving products.

We will inform you at the point of collecting information from you, whether you are required to provide the information to us.



How long your personal information will be kept

Your personal information will only be kept for the period of time which is necessary for us to fulfil the above purposes.

We envisage that your personal information shall be retained by us as follows:

For a period of 6 years or until such time it is no longer required.

After the period described above, your information shall be properly deleted or anonymised.



Keeping your information secure

We will ensure the proper safety and security of your personal information and have measures in place to do so. We will also use technological and organisation measures to keep your information secure. These measures are as follows:

User account access is controlled by a unique username and password. All data is stored on secure servers and payment details are encrypted using SSL.

We have proper procedures in place to deal with any data security breach, which shall be reported and dealt with in accordance with data protection laws and regulations. You shall also be notified of any suspected data breach concerning your personal information.



Children

Our website is not intended for children (anybody under the age of 18). We do not intend to collect data from children.



Your rights

Under the UK General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- (1)** fair processing of information and transparency over how we use your use personal information;
- (2)** access to your personal information and to certain other supplementary information that this Privacy Statement is already designed to address;
- (3)** require us to correct any mistakes in your information which we hold;
- (4)** require the erasure of personal information concerning you in certain situations;
- (5)** receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit this information to a third party in certain situations;
- (6)** object at any time to processing of personal information concerning you for direct marketing;
- (7)** object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- (8)** object in certain other situations to our continued processing of your personal information, or ask us to suspend the processing procedure in order for you confirm its assurance or our reasoning for processing it;

(9) object to processing our your personal information where we are doing so in reliance upon a legitimate interest of our own or of a third party and where you wish to raise to an objection to this particular ground;

(10) otherwise restrict our processing of your personal information in certain circumstances;

(11) claim compensation for damages caused by our breach of any data protection laws; and/or

(12) in any circumstance where we rely upon your consent for processing personal information, you may withdraw this consent at any time.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on your rights under the General Data Protection Regulations.

If you would like to exercise any of these rights please contact HEAD OF HR in the following manner:

by letter to: **Medipro Limited, Faraday House, Sopwith Close, Stockton on Tees, TS18 3TT**



Your requirements

If you would like this policy in another format (for example: audio, large print, braille) please contact us using the details below.

Email: HR@medipro.co.uk

Tel: 01325 609030



Complaints procedure

We hope that we can resolve any query or concern you raise about our use of your information.

The UK General Data Protection Regulation also gives you right to lodge a complaint with the supervisory authority. The supervisory authority in the United Kingdom is the Information Commissioner.



Changes to the privacy policy

This privacy policy was published on 1st July 2024 and last updated on 19 September 2024.

We may change this privacy policy from time to time and will notify you of any changes by:

By notice in the news section of the website.



Contacting us

The relevant person to contact regarding your personal information is: HEAD OF HR.

Any requests or questions regarding the use of your personal information should be made to the above named person using the following method:

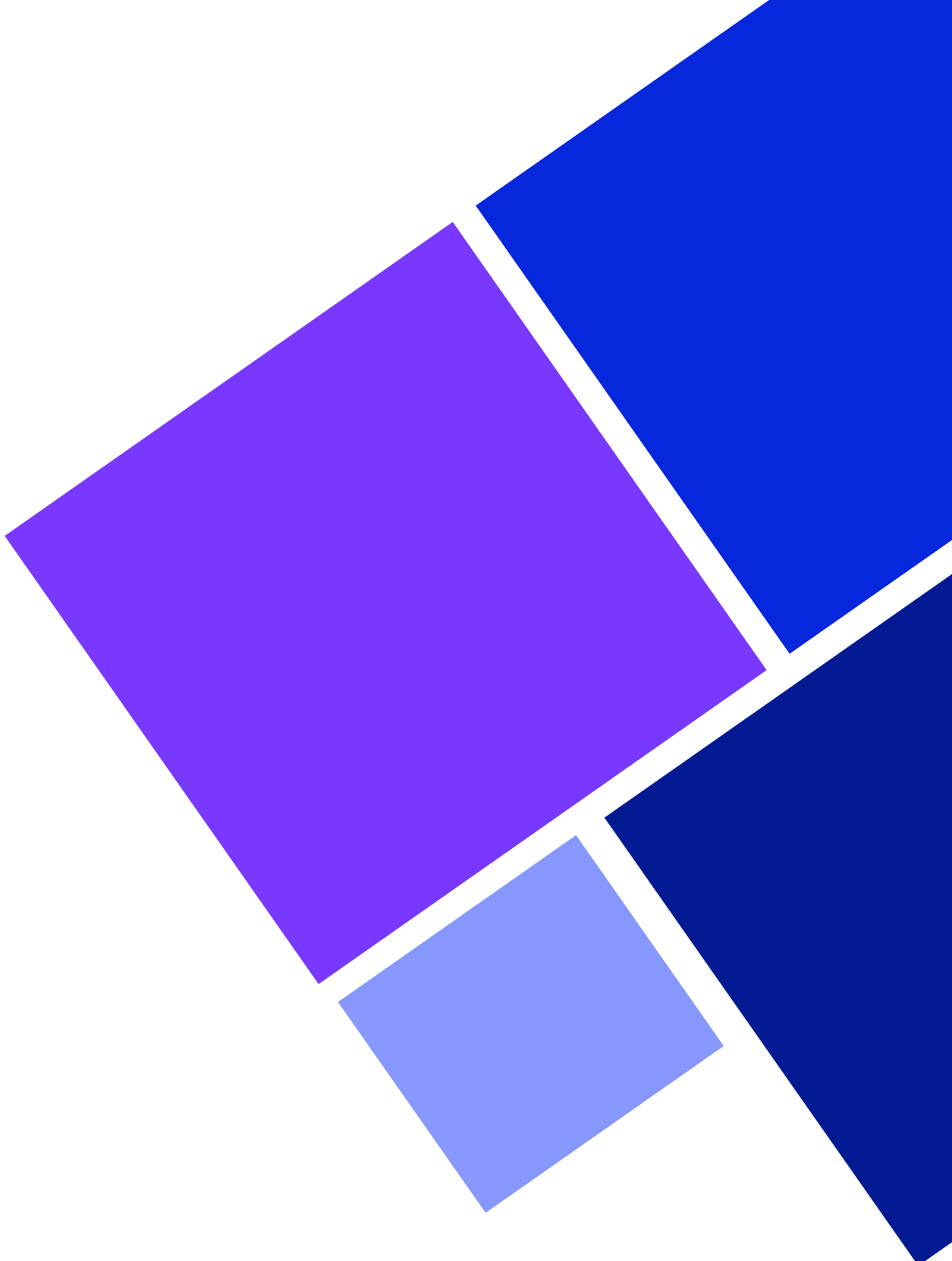
by letter to: Medipro Limited, Faraday House, Sopwith Close, Stockton on Tees, TS18 3TT



Sources of further Information

This policy provides key information to you regarding the processed of your information. For certain areas of our information processing, we have further comprehensive details contained in other documentation. This information can be located as follows:

Our policy regarding the use of cookies and other similar technologies entitled MEDIPRO COOKIE POLICY can be located at: www.medipro.co.uk/documents



MediPro Limited

Email: contact@medipro.co.uk

Website: Medipro.co.uk

Tel: 01325 609030