

Privacy Policy

1. Introduction

At **Maison Medica (under the registration of Liberty Health Ltd)**, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner, in compliance with UK data protection laws, including the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

This Privacy Policy outlines how we collect, use, and protect your information when you visit our website and use our services.

2. Information We Collect

2.1 Personal Information

We may collect personal information that you provide to us, such as:

- Name
- Contact details (email address, phone number, postal address)
- Date of birth
- Medical history and health information
- NHS number
- Insurance information

2.2 Non-Personal Information

We may also collect non-personal information automatically when you visit our website, such as:

- IP address
- Browser type

- Operating system
 - Pages visited on our website
 - Time and date of visit
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3. How We Use Your Information

3.1 Providing Services

We use your personal information to provide medical and healthcare services, respond to enquiries, and manage your healthcare needs.

3.2 Communication

We may use your contact information to send you important updates, appointment reminders, and information about our services.

3.3 Website Improvement

We analyse non-personal information to improve the functionality and user experience of our website.

4. Legal Basis for Processing Your Information

We process your personal information based on the following legal grounds:

- **Consent:** Where you have given explicit consent for us to process your personal information.
- **Contractual Necessity:** Where processing is necessary for the performance of a contract with you.
- **Legal Obligation:** Where processing is necessary to comply with a legal obligation to which we are subject.

- **Vital Interests:** Where processing is necessary to protect your vital interests or those of another person.
 - **Public Task:** Where processing is necessary for the performance of a task carried out in the public interest.
 - **Legitimate Interests:** Where processing is necessary for our legitimate interests or those of a third party, provided that your interests and fundamental rights do not override those interests.
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5. Sharing Your Information

5.1 With Your Consent

We may share your personal information with third parties if you give us explicit consent to do so.

5.2 Service Providers

We may share your information with trusted third-party service providers who assist us in operating our website and delivering our services. These providers are contractually obligated to protect your information and only process it on our instructions.

5.3 Legal Requirements

We may disclose your information if required to do so by law or in response to valid requests by public authorities.

6. Security of Your Information

We implement appropriate technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. This includes encryption, access controls, and secure storage systems.

7. Your Rights

Under UK data protection law, you have the following rights:

- **Access** – You have the right to request access to the personal information we hold about you.
- **Rectification** – You have the right to request correction of any inaccurate information.
- **Erasure** – You have the right to request deletion of your personal information (subject to legal and medical record-keeping requirements).
- **Restriction** – You have the right to request restriction of processing.
- **Data Portability** – You have the right to request transfer of your personal information to another service provider.
- **Objection** – You have the right to object to the processing of your personal information.
- **Withdraw Consent** – You have the right to withdraw your consent at any time, where we rely on consent to process your personal information.

To exercise any of these rights, please contact us using the contact details provided below.

8. Cookies

8.1 What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites function efficiently and provide useful information to site owners.

8.2 How We Use Cookies

We use cookies to:

- Improve website functionality and performance
- Understand how visitors use our website
- Provide a more personalised experience
- Remember preferences and settings

- Enable essential features such as security and network management

8.3 Types of Cookies We Use

- **Essential Cookies** – Necessary for the website to function.
- **Performance and Analytics Cookies** – Help us understand how visitors interact with our site.
- **Functionality Cookies** – Enable enhanced functionality and personalisation.
- **Targeting Cookies** – May be set by advertising partners to build profiles and show relevant ads elsewhere online.

8.4 Your Choices Regarding Cookies

You can manage your cookie preferences through your browser settings. Most browsers allow you to:

- See what cookies are stored and delete them individually
- Block third-party or all cookies
- Delete all cookies when closing the browser

Please note that disabling cookies may affect the functionality of our website.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage you to review their privacy policies before providing any personal information.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any significant changes will be posted on our website, and the updated version will include the latest revision date. Continued use of our services after such changes indicates your acceptance of the revised Privacy Policy.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or our data protection practices, please contact us at:

Maison Medica
(Registered under Liberty Health Ltd)

Email: info@maisonmedica.com

Liberty Health Clinics, Solo House, London Rd, Horsham RH12 1AT,
United Kingdom

Tel: 0203 442 1523

Thank you for trusting **Maison Medica** with your healthcare needs.