

Privacy Policy

Engage Health Systems' policy on personal data

Version: 1.1

Review interval: Annual

Revision History

Version	Date	Author	Summary
1.0	2018-06-03	JW	Unifying ADM202 and ADM205
1.1	2018-12-13	MB	Updated address
1.2	2019-01-08	MB	Changes to reflect new company name

Reviewers

Name	Role	Version	Signature
JW	Company Executive	1.2	
BK	Legal Counsel	1.2	

Approved by

Name	Role	Version	Signature
JW	Company Executive	1.2	

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What is this document?

Along with the service End User Licence Agreement, this policy explains how we collect, store and handle your information across all our services. We review this policy from time to time to make sure it's up-to-date. If we ever make any significant changes, we'll let you know when you next access the service or by some other channel if appropriate.

Who are you?

We are Engage Health Systems Ltd, a specialist software company based in North Norfolk in the United Kingdom. Engage Health Systems is the Data Controller for any information we might hold about you. Our full contact details are at the end if you want to get in touch.

Why do you collect my data?

We only use your information where you've given us your explicit consent to enable us to deliver the services you've requested. We also might collect it where it's necessary to exercise or comply with the law, or for service improvement as set out in this policy.

What data do you collect?

This depends very much on which of our services you are using. It can range from something small like the browser you are using to something very personal and sensitive. However, we don't collect more information than we need. If you ever want to know what data we hold, it is one of your rights to ask us to give you a copy on request.

How do you keep my data safe?

Protecting our customer's data is really important to us. We use specialist hosting facilities and industry-standard methods with "Best practice" to protect your data. We demonstrate this by holding ISO27001:2017, an internationally recognised standard.

How long do you hold my data for?

We only keep your data for as long as we need it, or are required to for legal reasons. After that, we then delete it. We do treat data slightly differently depending on what it's being used for, but it is another of your rights to be able to ask us to delete your personal data at any time.

What about Cookies?

A cookie is a small data file that is stored on your computer or device. Cookies record things like your preferences and settings, helping to give us the information we need to provide you with the most consistent and relevant experience. We also use cookies to record information about experiments or new improvements we might test to track how you use our services and find out whether they were effective. We don't use advertising cookies, though.

You mentioned my rights – tell me more

If you've established an account, you can access, edit or delete the personal data associated with your profile at any time. If applicable to the service you are using, you can also manage your preferences on how we use and share your data.

You have the right to ask us for a copy of your personal data; to correct, delete or restrict processing of your personal data; and to obtain the personal data you have provided to us in a structured, machine readable format. In addition, you can object to the processing of your personal data in some circumstances (in particular, where we don't have to process the data to meet a contractual or other legal requirement). Where we have asked for your consent, you may withdraw consent at any time. If you ask to withdraw your consent, this will not affect any processing which has already taken place at that time.

These rights may be limited, for example if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law or have compelling legitimate interests to keep. If you have unresolved concerns, you have the right to complain to a data protection authority.

Contacting us

If you have any questions about this policy, you can address them to our Data Protection Officer by either of the following methods:

By Post: 1A St Nicholas Court
North Walsham
Norfolk
NR28 9BY

By e-mail: dpo@engagehealth.uk