

Hear & Now Ltd Privacy Policy

Our contact details

Name: Hear & Now Ltd

Address: 8 Queen Street

Phone Number: 01765 278 744

E-mail: patientsupport@hearandnowonline.co.uk

Date: 2nd August 2022

The type of personal information we collect

We currently collect and process the following information: Personal identifiers, contacts and characteristics (for example, name home address, date of birth and contact details)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Booking an appointment, such as a hearing test, tinnitus assessment, ear wax removal etc.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Other healthcare professionals, such as GPs, ENT consultants and insurance companies.

We use the information that you have given us in order to contact you or refer you to other health professionals.

We may share this information with your local GP or any other health professionals.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Hear & Now Ltd, 8 Queen Street, Ripon, HG4 1ED

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your hearing health records and contact details for as long as necessary. We will then dispose your information by delete all relevant information from our digital system.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at patientsupport@hearandnowonline.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: Yan Well, Hear & Now Ltd, 8 Queen Street, Ripon, HG4 1ED

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>