

Privacy Policy for Your Health Norfolk & Suffolk Ltd

At Your Health Norfolk, we are committed to protecting your privacy and ensuring the confidentiality of your personal information. This privacy policy explains how we collect, use, and store your information when you use our services.

What personal information do we collect?

We may collect and process the following personal information about you:

- Your name, date of birth, and contact information (e.g. email address, phone number)
- Your medical history, health records, and test results
- Information about your treatment and care
- Information about your health insurance and payment details
- Your feedback and comments about our services

How do we collect your personal information?

We collect your personal information in the following ways:

- When you register with us as a patient or use our services
- When you provide us with information during consultations, appointments, or treatments
- When you provide us with feedback or make a complaint
- When you visit our website or use our online services

How do we use your personal information?

We use your personal information for the following purposes:

- To provide you with healthcare services and treatment
- To communicate with you about your care and treatment
- To process your payments and insurance claims
- To improve our services and to respond to your feedback and comments
- To comply with our legal and regulatory obligations

How do we store and protect your personal information?

We take appropriate measures to ensure that your personal information is secure and protected against unauthorized access, disclosure, or alteration. We have put in place technical and organizational measures to safeguard your information, including secure servers, firewalls, and encryption technologies.

We will retain your personal information for as long as necessary to provide you with our services and to comply with our legal and regulatory obligations.

Do we share your personal information with third parties?

We may share your personal information with the following third parties:

- Our healthcare professionals, partners, and suppliers who provide services to you on our behalf
- Healthcare regulators, legal authorities, or other government bodies as required by law

- Insurance providers, where necessary, to process your claims

We will not sell or lease your personal information to third parties for marketing purposes.

Cookies

We use cookies on our website to improve your experience and to analyse how users interact with our website. Cookies are small text files that are placed on your device by a website when you visit it. They allow the website to remember your preferences and to track your activity on the website.

We use both session cookies, which expire when you close your browser, and persistent cookies, which remain on your device until they expire or you delete them. We also use third-party cookies, which are cookies placed on your device by third-party websites or services.

You can disable cookies in your browser settings, but please note that some features of our website may not function properly if you do so.

Your rights

You have the right to access, correct, or delete your personal information held by us. You may also withdraw your consent to the processing of your personal information at any time. If you wish to exercise any of these rights, please contact us at info@yourhealthnorfolk.co.uk.

Changes to this privacy policy

We may update this privacy policy from time to time. We will notify you of any significant changes to this policy by posting a notice on our website or by contacting you directly.

Contact Us

1. If you have any questions or concerns about this privacy policy, or if you wish to exercise your rights regarding your personal information under the General Data Protection Regulations (GDPR) May 2018 , please contact us at info@yourhealthnorfolk.co.uk.