



Privacy policy

Who are we?

We are Purple Orchid Health Ltd. We are a company registered in England and Wales under company number 09924529 and with our registered office at Albany house, 14 Shute End, Wokingham, Berks, RG40 1BJ. Our trading address is Purple Orchid Health Ltd, PO box 15079, Dunblane, FK15 5BA. Our VAT number is GB 331 9840 96.

This Privacy Policy explains how we use any personal information we collect about you when you use this Website (www.feelfree.org.uk). We are committed to protecting and respecting your privacy. This Privacy Policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it. By visiting www.purpleorchidhealth.co.uk you are accepting and consenting to the practices described in this Privacy Policy.

What information do we collect about you?

We collect information about you when you register with us on this Website or correspond with us. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies. The information you give us may include your name, address, e-mail address and phone number. With regard to each of your visits to this Website we may automatically collect the following information: technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from this Website (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

We also work closely with third parties (including, for example, business partners, advertising networks, analytics providers, and search information providers) and may receive information about you from them.

How will we use the information about you?

We may use your information collected from the website to personalise your repeat visits to this Website. We may additionally use your information: to provide you with the information, products and services that you request from us; to provide you with information about other goods and services we offer that are similar to those that you have already requested or enquired about; to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. Where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data; to notify you about changes to our service and this Website; to ensure that content on this Website is presented in the most effective manner for you and for your computer; to administer this Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; to improve this Website; to allow you to participate in interactive features of our service, when you choose to do so; as part of our efforts to keep this Website safe and secure; to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; to

make suggestions and recommendations to you and other users of this Website about goods or services that may interest you or them.

Where we receive information about you from other sources, we may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Where will we store the information we hold about you?

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things the provision of support services. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. Where we have given you (or where you have chosen) a password which enables you to access certain parts of this Website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to this Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Will we disclose your information to anyone else?

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006. We may share your information with selected third parties including: business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you. Such partners may include the Royal Mail, MyHermes or any other entity we appoint as our delivery agent; advertisers and advertising networks that require the data to select and serve relevant adverts to you and others; analytics and search engine providers that assist us in the improvement and optimisation of this Website.

We may disclose your personal information to third parties:

if we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets; if Purple Orchid Health Ltd, Feel Free Health Ltd or substantially all of its assets are acquired by a third party, in which case personal information held by it about its customers will be one of the transferred assets; if we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions of use and other agreements; or to protect our rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

Marketing

You have the right to ask us not to process your personal information for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at info@purpleorchidhealth.co.uk.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address. We may make a small charge (currently £10) for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

This Website uses cookies to distinguish you from other users of this Website. This helps us to provide you with a good experience when you browse this Website and also allows us to improve it. For detailed information on the cookies we use and the purposes for which we use them see our Cookies policy.

Other websites

This Website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to these websites.

Changes to this Privacy Policy

Any changes we may make to this Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to this Privacy Policy.

Contact

Questions, comments and requests regarding this Privacy Policy should be directed to us at Purple Orchid Health Ltd, PO box 15079, Dunblane, FK15 5BA, on 0844 415 2420 between 9.00am and 5.00pm Monday to Friday or email info@feelfree.org.uk.