



www.isabelhealthcare.com

Privacy Policy

Please take a moment to read the following Privacy Policy. This should be read in conjunction with our [Terms & Conditions](#) . Please note that words which are defined in our Terms & Conditions also apply to this Privacy Policy. If there is anything you do not understand then please [Contact Us](#) .

1. This Privacy Policy

We are committed to protecting your privacy online. This Privacy Policy sets out how we treat your personal information, allowing you to make informed choices about the personal information that you provide to us either via our website at www.isabelhealthcare.com, or otherwise in relation to **Isabel**.

IMPORTANT: By accessing and using Isabel, or by submitting any personal information to us via or in relation to Isabel, or by your registration as a Subscriber or Designated Officer you will automatically be taken to have read, understood and accepted this Privacy Policy.

If you do not want us to collect, use and/or transfer your personal information in this way then you should (depending on what it is you object to) cease to access and use Isabel and/or [Contact Us](#) and ask for your registration as a Subscriber or Designated Officer to be deleted.

This Privacy Policy may be amended from time to time, and we therefore suggest that you review it periodically.

2. What we mean by personal information

Personal information means any data from which you can be identified (including information such as your name, postal address, email address and password) and which concerns you. All personal information that we obtain from you in relation to **Isabel** will be dealt with in accordance with the provisions of this Privacy Policy and the Data Protection Act 1998.

3. Personal information that we collect

When you register as a Subscriber or Designated Officer, we ask you to provide us with various details about you, including your name, date of birth, email address, place of work and work address, governing organization, registered number, job title, and information as to how you heard about **Isabel**.

We also collect personal information when you email, write to, or telephone us. From time to time we may also request additional information, either by contacting you directly or through **Isabel**.

Finally, we use session cookies to store information about your current **Isabel** session. These cookies are deleted when you leave **Isabel** and close your browser. If you so choose, we will also use a cookie to collect and store your Username and Password. We may also use cookies to collect statistical information about your use of **Isabel**. Please see below for more information [About Cookies](#).



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4. **How we use your personal information**

Your personal information is used by us so that we can administer and support **Isabel** and your registration as a Subscriber or Designated Officer, and to provide you with access to the appropriate areas and functions of **Isabel** depending on your Subscribing Organization's subscription.

We may use your personal information to contact you from time to time, in order to ask for your views on **Isabel** and to notify you occasionally about important changes or developments to **Isabel**.

We may also use information provided by you (such as what you think about **Isabel** and improvements that you would like to see made) or statistical information collected, so that we can improve our service to you or make your visits to **Isabel** more useful and rewarding.

5. **Personal information we provide to third parties**

Except in very specific circumstances, we do not disclose any of your information to other parties, except where you have given your consent.

We reserve the right to give your personal information to a third party without your consent where:

the disclosure is required by law, such as where there is a court order, or statutory obligation requiring us to make such a disclosure; and/or

we believe that such disclosure is necessary in order to assist in the prevention or detection of any criminal action (including fraud) or is otherwise in the overriding public interest, and is permitted by law.

6. **How we protect your personal information**

We are strongly committed to data security and we take reasonable and appropriate steps to protect your personal information from unauthorized access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard and secure the information you provide to us.

These steps include communicating this Privacy Policy to those of our employees and relevant contractors. Only authorized employees and contractors under strict controls will have access to your personal information.

HOWEVER, WHILE WE STRIVE TO PROTECT YOUR PERSONAL INFORMATION, DUE TO THE NATURE OF THE INTERNET WE CANNOT GUARANTEE THE SECURITY OF ANY INFORMATION YOU TRANSMIT TO US. WITH THIS IN MIND, WE URGE YOU TO TAKE EVERY PRECAUTION TO PROTECT YOUR PERSONAL INFORMATION WHILE YOU ARE ON THE INTERNET.



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7. **How long we keep your personal information**

We will keep and use your personal information as described above for as long as you are registered as a Subscriber or Designated Officer of **Isabel** and for up to 7 years afterwards, in order to deal with any consequent queries or complaints you may have. After this period your personal information will be expunged from our systems, unless there is a specific legal reason or requirement to keep the information for longer, for example if it is relevant to any current or potential legal proceedings. We may keep statistical or anonymised information (from which you cannot be identified) for longer periods.

8. **Updating your personal information**

You are entitled to see the information held about you and to amend or update any inaccuracies in your personal information. Please note that we are entitled to charge a £10 fee for providing you with access to your personal information. If you would like to review or update your personal information please [Contact Us](#).

9. **Liability**

PLEASE READ CAREFULLY THE PARAGRAPHS ENTITLED [DISCLAIMERS](#), [OUR LIABILITY](#) AND [YOUR LIABILITY](#) IN THE TERMS & CONDITIONS, AS THEY ALSO APPLY TO THIS PRIVACY POLICY.

10. **About cookies**

Cookies are small files stored in your computer's hard drive by your web browser.

When you access **Isabel** our computer server will access these cookies so that it can recognize your computer, and make using **Isabel** easier for you. For example, cookies allow us to remember your Username and Password to save you having to retype it every time you visit **Isabel**.

Most web browsers automatically accept cookies, but you can alter your settings to allow you to be prompted every time a cookie is sent to you or you can choose not to receive cookies at all. However, please note that if you have 'disabled' cookies in your browser this way you may not be able to use certain features on **Isabel**.