

## **Healthywork Ltd Privacy & Cookie Policy 2026**

Healthywork Limited are committed to protecting and respecting your privacy.

Our Privacy Policy tells you what will happen to any personal data that you provide to us as a result of using our website.

The information is written for the benefit of general visitors to the website. If following initial contact, you pursue a contractual relationship with us we will collect and process a wider range of personal data, you will be provided with a specific Privacy Notice during the engagement process.

### **Who We Are:**

- Our Site is owned by Healthywork Ltd, registered in England and Wales number: 4322067
- ICO Registration number: Z6047247
- Our Data Champion is Alison Biggs who can be contacted by:
  - Email: [alison@healthywork.org.uk](mailto:alison@healthywork.org.uk)
  - Telephone: 07958 502363
  - Post: Healthywork Ltd, PO Box 545, Abbots Langley. WD5 5AN

### **Our Principles**

Healthywork Ltd will:

1. Process personal data fairly and lawfully;
2. Process personal data only where this is strictly necessary for legal and regulatory purposes, or for legitimate organisational purposes;
3. Ensure that personal data is only used for the purposes that it was originally obtained, or for other compatible purposes;
4. Ensure that that personal data is relevant and not excessive in relation to the purpose or purposes for which it is processed;
5. Ensure that personal data is accurate and, where necessary, kept up to date;
6. Ensure that personal data is only retained for the time period required to meet the organisation's reasonable requirements;
7. Provide clear information to natural persons about how their personal data will be used and by whom;
8. Ensure that personal data is processed in accordance with the rights of data subjects
  - access to personal data;
  - right to erasure;
  - right to restriction of processing of personal data;
  - objecting to adverse automatic decisions;
  - compensation for breaches of statutory obligations;
  - right to data portability;
9. Adopt appropriate technical and organisational measures against unauthorised or unlawful processing of personal data, and against accidental loss or destruction of, or damage to, personal data.
10. Ensure that personal data is only transferred outside the European Economic Area to countries that ensure an adequate level of protection.

### **Personal Data You Provide**

Your privacy is important to us. By providing personal information such as your name and e-mail address via the Contact form on our website, you agree to us contacting you with regard to the information provided.

Upon use of our [Contact Us](#) Form we record the following:

- Name
- Organisation
- Email
- Telephone
- Assessment Geographical location – town/postcode only
- Health information - typically of an unnamed individual who may require the Healthywork services – tick box method
- Job role issue information – tasks and location – tick box method
- Comments box for additional detail about the situation/service required.

### **How We Use Your Personal Data**

We use the data you provide via our website to:

- **communicate with you**, for example: we use contact details such as email address or phone number when responding to enquiries made via online forms
- **provide you with information regarding services**, including personalised Healthywork Ltd service information, to suit your requirements.
- **monitor website trends**, for example: we use Google Analytics to help us aggregate traffic so we can monitor how the website is being used
- **operate our business more effectively**, for example: we seek feedback and use this to help improve our service

Personal data is not stored on the Healthywork Ltd website. It is stored locally in a secure Google excel document and on the Healthywork Ltd Google cloud server called One Drive, These secure provisions are password protected and only accessible by Alison Biggs of Healthywork Ltd.

### **Our Use of Google Analytics and Cookies**

It will no longer be necessary to obtain cookie consent for:

- Statistical cookies – cookies that solely collect information for statistical purposes about the use of the service;
- Appearance cookies – cookies that adapt appearance of the service according to the user's preferences (e.g. displaying the website in a different language);
- Emergency assistance cookies – cookies that are used to find the geolocation of the user of a device in order to provide emergency assistance after a request from the user.

[www.healthywork.org.uk](http://www.healthywork.org.uk) is analysed via Google site kit dashboard and Google search console. These secure digital tools capture statistical data about our users' browsing habits and patterns, and does not identify any individual, party or their location.

We use Google Analytics to monitor how our website is performing and how it is being used so we can make any necessary improvements. Our use of Google Analytics requires us to pass to Google your IP address to capture you as a unique visitor to the website (but no other information) - Google uses this information to prepare site usage reports and display web vital statistics for us to analyse, but Google may also share this information with other Google owned services. In particular, Google may use the data collected to contextualise and personalise the ads of its own advertising network. Related information:

- [Google's privacy policy](#)
- [How Google uses this information](#)

Our site may use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website where necessary. You are therefore asked to consent to the use of these cookies in order to use our site as it requires the use of such cookies to function correctly. If you do not consent to the use of these cookies you must not use our site.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Data from outside the European Union**

If you are an individual in the European Economic Area (EEA), we collect and process information about you only where we have legal bases for doing so under applicable EU laws. The legal basis depends on the Services you use and how you use them. This means we collect and use your information only where:

- We need it to provide you the Services, including to operate the Services, provide customer support and personalised features and to protect the safety and security of the Services
- You give us consent to do so for a specific purpose
- We need to process your data to comply with a legal obligation.

If you have consented to our use of information about you for a specific purpose, you have the right to change your mind at any time, but this will not affect any processing that has already taken place.

### **Your Rights and Subject Access Request (SAR) Process**

The UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA) and the Data (Use and Access) Act, requires us to gain your explicit consent to receive marketing communications from us. When registering on our site, you will be asked if you would like to opt-in to our marketing communications. We do not send any marketing communication to people who do not opt in.

Under data protection regulation, data subjects have a number of specific rights over the personal data which relates to them when held by or on behalf of Healthywork Ltd and its subsidiaries. This includes data held by both data processors and data controllers.

The Subject Access Request (SAR) Process exists to enable data subjects to exercise the rights listed under point 8 of our principles in a timely and informed manner. To submit such a request, send an email to Alison Biggs, Director at: [alison@healthywork.org.uk](mailto:alison@healthywork.org.uk)

Where we are using your information because we or a third party (e.g. your employer) have a legitimate interest to do so, you have the right to object to that use though, in some cases, this may mean no longer using the Healthywork services.

- As a data subject, you have rights under the UK GDPR, which this Policy and our use of personal data have been designed to uphold.
- If you wish to exercise any of the rights please contact us using the details provided in the above section "Who we are".
- We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

### **Our "Lawful Reasons" For Processing Your Personal Data**

The "UK General Data Protection Regulation" (UK GDPR) is the primary piece of legislation defining your rights over our processing of your personal information. There is a **Recognised legitimate interest**, a new ground for lawful processing allows processing necessary for purposes like national security, public safety or emergency response.

### **How Long We Keep Personal Data**

Personal data is kept for 7 years, the same duration of medical notes/information.

**Disclosure of your information**

We do not:

- Send you marketing emails unless you have opted in to receive such communications from us.
- Sell your data to any third party.

**Changes to our Privacy Policy**

Any changes we may make to our privacy policy in the future will be posted on this page. You are expected to check this page from time to time to take notice of any changes we make, as they are legally binding on you. Some of the provisions contained in this privacy policy may also be superseded by provisions or notices published elsewhere on our site.

**Right to Complain**

If you have a concern about our information practices, you have the right to complain.

In the first instance we hope you will contact us directly with any questions or complaints (contact details are displayed prominently on this website and in this document).

However, legal rights regarding privacy are the remit of the Information Commissioners Office (ICO) and you will find more information about how to complain here: <https://ico.org.uk/concerns/> or by contacting the Information Commissioner's Office on 0303 123 1113 or by visiting [www.ico.org.uk](http://www.ico.org.uk)