

NWNT

A BESPOKE NEUROPSYCHOLOGY SERVICE

WEBSITE PRIVACY POLICY

At Northwest Neurotherapeutics (NWNT), we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to adunne@nwnt.co.uk or in writing to NWNT, Sutton House, 27 Wilson Patten Street, Warrington WA1 1PG. Alternatively, you can telephone us on 07889 859 658.

Who are we?

We are three Consultant Clinical Neuropsychologists who provide assessment and treatment services to people who have either a neurological condition or an acquired brain injury. We are based at Sutton House, 27 Wilson Patten Street, Warrington WA1 1PG and Lester House, 21 Broad Street, Bury BL9 0DA.

How do we collect information from you?

We obtain information about you when you use our website and when you contact us about services.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, information regarding what pages are accessed and when, and any other information you provide us with.

How is your information used?

We may use your information to:

- process enquiries that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for six months or as long as is set out in any relevant contract you hold with us.

What is the legal basis for us processing your data?

We process your data in line with meeting our contractual obligations to you. That is, to provide you with neuropsychological services.

In relation to any special category personal data, such as health records or information concerning, race, ethnic origin, or gender, we rely on the Legitimate Interests basis for processing personal data. We need to see and analyse documents containing this information in order to provide neuropsychological services.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the NWNT Network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Our Commitment to Children's Privacy

NWNT complies with the General Data Protection Regulation and does not knowingly collect personally identifiable information from anyone under the age of 16.

How to Access or Correct Your Information

NWNT is committed to providing reasonable and practical access to allow visitors to identify inaccuracies in their personal information and may also request to have information removed. Visitors may submit enquires about the accuracy of personally identifiable information they have previously submitted and requests to have it removed through our website contact form at www.nwnt.co.uk or via email at adunne@nwnt.co.uk. Where practical, NWNT will, upon request, modify or delete personally identifying information.

The security precautions we have in place to protect the loss, misuse or alteration of your information

To prevent unauthorised access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect.

When you give us personal information it is transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Use of 'cookies'

Like many other websites, the NWNT website uses cookies. Cookies are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. The only cookies that we use collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in March 2021.