

Privacy Notice – Cristal Health Limited

1. Overview

This Privacy Notice covers the use of your personal data for the purpose of providing you with use of our website and keeping you up to date with new and upcoming activities carried out by us.

We at Cristal Health Limited take our responsibilities under both the General Data Protection Regulations and Data Protection Act 2018 very seriously. You can be assured that your information will be used appropriately and in a lawful manner and always in line with data protection legislation. We will store your data securely with appropriate safeguards in place to protect it against unauthorised or unlawful processing.

You can view and read more information about our organisations activities by going to our website on the following link: <https://crisnetwork.co/>.

2. What Personal Data is being used?

We process personal data in order to provide you with a website which is used to keep you informed about our products and services. It may include the use of the following categories of data:

- First Name;
- Last Name;
- Email Address;
- Address Details;
- Employer Details;
- Job Title;
- Telephone Number.

The information above will be made available and accessed by our employees and any contracted third parties who provide a direct service to us. We will ensure that anyone who is granted access to your personal data has a contractual relationship to our organisation. We will either ensure, people handling your personal data, are either trained by us to handle your information correctly and appropriately or are contractually obligated to have necessary training to handle your information properly.

The information we collect about you, falls into one of three categories below, they are:

Information you have provided us

This information has been provided to us, by you, which may include either all or a combination of the personal data cited above. This can include scenarios where you have corresponded with us by post, phone, e-mail or another method of communication.

Information provided to us by your employer

This information has been provided to us, by your employer, if you work at one of our partner NHS Trusts or we have another contractual relationship with your employer. This may include either all or a combination of the personal data cited above.

Information automatically collected when you visit our website

We may also collect other information, which could amount to personal data, when you use our website. Examples of such data could include the following:

- Your internet protocol (IP) address;
- The kind of browser or computer you use;
- Number of links you click within the site;
- Location (Geographical) from which you accessed the site;
- Date and time of your visit;
- Name of your internet service provider;
- Web page you linked to our site from;
- Pages you viewed on the site.

This is statistical data about all of our users' browsing actions and patterns which we will not intentionally use to identify any individual, including yourself, however it may amount to personal data. This information allows us to ensure that content of our website is presented in the most effective manner to you.

3. How will your Personal Data be used?

Your personal data will be used to enable us to provide information and/or services to you. How we use your personal data will depend on how we have come to collect your information. This is described in more detail below:

Information you have provided us

In order for you to create an account (if applicable), access resources, make an enquiry, or report a problem. We may also use this data to keep you up to date about our products, services and achievements.

Information provided to us by your employer

To provide the services which we have been contracted to do so, in the manner specified in our service level agreement with our partner NHS Trusts or another contract with your employer.

Information automatically collected when you visit our website

This is statistical data about all of our users' browsing actions and patterns, which we will not intentionally use to identify any individual, including yourself, however it may amount to personal data. This information allows us to ensure that content from our website is presented in the most effective manner for you.

4. We may use Cookies

In order to provide our users, you, with the best possible experience when using our website, we use "Cookies". "Cookies" are small text files that transfer onto your device when you use our website. Our use of cookies can be split into the following categories:

Our use of cookies

We use necessary cookies to make our site work. We'd also like to set optional analytics cookies to help us improve it. We won't set optional cookies unless you enable them. Using this tool will set a cookie on your device to remember your preferences.

Necessary cookies

Necessary cookies enable core functionality such as security, network management, and accessibility. You may disable these by changing your browser settings, but this may affect how the website functions.

Analytics cookies

We'd like to set Google Analytics cookies to help us to improve our website by collecting and reporting information on how you use it. The cookies collect information in a way that does not directly identify anyone.

5. What is our lawful basis for processing your Personal Data?

We rely on the following lawful basis to process your personal data:

- Article 6(1)(a) – your consent;
- Article 6(1)(b) – contract;
- Article 6(1)(c) – legal obligation;
- Article 6(1)(f) – legitimate interests.

6. How long will we retain your data on for?

We will retain your data for as long as you consent to us using it, or if it's been provided by your employer then until such time as we are contracted to provide them a service.

7. Who do we Share your Personal Data with?

We do not share or transfer your personal data with anyone outside of the European Economic Area (EEA) area.

We use google analytics on our website, you can read more about Google's privacy policy here:

<https://policies.google.com/privacy>

8. Your Personal Data Rights

You can find out more about your rights by going on the Information Commissioner's Office's website:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

9. Making a Complaint

Should you have any queries about the how your information is used then please contact the following person in our company: Emma Cable, Project Manager, 8 Hollybush Row, Oxford, OX1 1JH or email her on: Emma@cristalhealth.co.uk

Should you remain unhappy with the resolution suggested by the person mentioned above, you can make a complaint to our Data Protection Officer: David Newton, Chief Operating Officer, 8 Hollybush Row, Oxford, OX1 1JH or email him on: David@cristalhealth.co.uk

You can also contact the ICO for further information or to make a complaint:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Phone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

[Email ICO](#)

[Report a concern on the ICO website](#)