



THE
BARIATRIC
GROUP

Privacy Policy

SW Healthcare Partnership trading as The Bariatric Group (TBG) are committed to protecting and respecting your privacy.

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

We may change this privacy notice from time to time by updating this page. You should check this page from time to time to ensure you are happy with any changes.

If you have any questions about this privacy policy or do not agree with it, please contact us - support@personalweightloss.co.uk

What does this policy apply to?

This policy covers all information we hold about you, however we obtain it. We collect information at different points during our relationship with you for example, when you browse our website, make an enquiry, book a consultation or procedure.

What information do we collect and why?

Browsing our Website.

If you are just browsing through our web site, reading content and gathering information we will gather and store certain information from your computer, such as which type of browser you are using, how you are accessing our website (e.g. through a mobile phone, etc), how long you spend on certain pages, where you exit, location data (including your IP address), demographics data and your browsing interests. The information we gather is not intrusive and we are unable to identify you as an individual or find your email or physical address through it. That data we gather which is personal to you, e.g. IP address, will be retained for 26 months and will then be deleted.

Requesting a quotation or making an enquiry

We will keep your data on file for a period of two years after providing the quotation requested or answering your question. We do this so we can refer back to your quotation and information if you contact us in the future. We will send you information in relation to the quotation and the related services we offer for a period of one year following your request.

If you request that we delete the information we hold on file for you, we wish to ensure you that this is shredded immediately.

You have booked a consultation

Should you decide you would like to attend a consultation we will collect further personal and medical information from you in order to help establish your eligibility

for the services we offer. The information we collect will be only that which is necessary in this regard. It will include, but is not limited to, your Address, Date of Birth, Height, Weight, BMI, medical and mental Health history, weight history and any allergies you suffer from. We share this information with the Surgeon you will meet for consultation through secure communication channels. We share this information so that we can accurately assess your eligibility for treatment.

We will also share your name and address with the hospital or clinic where your consultation is taking place.

When you provide your personal data, including any sensitive personal data, that we require when booking your consultation, you are consenting to our privacy policy and consenting for us to securely share this data with the consulting doctor and hospital/clinic. We will maintain your data for a 2-year period following your last communication with TBG or for as long as is required for legal or insurance purposes, whichever is longer. You can request that we delete the data we hold on you at any time.

You have booked a procedure

If you are eligible for treatment and wish to proceed our team will book your procedure with your chosen hospital and consultant. When you decide to proceed and pay your deposit you are entering a contract with TBG under which TBG will supply services. Under the terms and conditions, TBG's Data Protection policies will apply.

The information that you have already supplied as well as the Consultation assessment notes and any other notes relevant to your safe treatment will be shared securely with the hospital where your procedure is taking place.

In addition, we may share certain data with third party suppliers to carry out any additional tests and/or reviews necessary to confirm your eligibility for treatment and to obtain informed consent. Only information necessary to undertake your treatment safely and effectively will be shared.

We will also write to your GP to inform them of the procedure you have are having. We will also send your GP a copy of the discharge letter after your surgery. We may also need to send information to your GP post operatively as necessary in respect of your ongoing treatment. You can request us not to inform your GP.

We will maintain your data for as long as is necessary for legal and insurance purposes given the nature of the procedure undertaken. This is for the protection of both parties.

After your procedure

Following procedure, we will contact you as part of your aftercare package to help you optimise the results from your procedure. This is part of the ongoing contractual support you receive from TBG.

We will also from time to time send you newsletter to keep you up to date of our latest products, services and offers.

You can opt out of receiving this information any time after your aftercare has finished.

Children

Children under 18 should only use this web site with permission of parents or guardians. We ask that children refrain from submitting any personal information to us. We do not treat patients under the age of 18 in any circumstances. If we receive an enquiry from a minor we will invite them to direct their query to a parent/guardian or to their doctor.

Resale or disclosure of information to third parties

TBG does not sell, rent, loan, trade, or lease any personal information collected at our site, including registration forms or email lists, unless required by law.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect and only share information this is necessary and in a secure format.

If at any point you suspect or become aware of a security incident please forward the communication to us or report the incident by email to:

support@personalweightloss.co.uk

Deleting your data

If you would like us to delete your data, please

email support@personalweightloss.co.uk providing your name, address and the email address concerned.

Links to other websites

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

Also, if you linked to our website from another website, 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 the original website.

Rights of access and update information

The accuracy of your information is important to us. If you believe any information we hold about you is inaccurate or out of date please email us at: support@personalweightloss.co.uk

To request details of the personal information that we hold about you please write to Data Protection, The Bariatric Group, 21 Showell Park, Staplegrove Elm, TAUNTON. Somerset TA2 6BY

We use remarketing tools with Google, and potentially with other website service providers, to advertise our services online. This means that third-party vendors, including Google, may show our advertisements on sites across the Internet. We may use first-party cookies (such as the Google Analytics cookie) and third party cookies to inform, optimise and serve advertisements based on your previous visits to our website.

How to contact us

You can change your mind about the permission you have given us to use your personal information at any time by emailing: support@personalweightloss.co.uk or by writing to **Data Protection, The Bariatric Group, 21 Showell Park, Staplegrove Elm, TAUNTON. Somerset TA2 6BY**