

Privacy Policy

At Ophthalmology Suite we respect your privacy and are committed to protecting the confidentiality of your personal information. Our aim is to be as clear and open as possible about what we do and why.

Premium Vision Ltd, the parent company behind Ophthalmology Suite, is responsible for the personal data collected on ophthalmologysuite.co.uk and its related websites.

Our contact details are given on our 'About Us' page on the website. Premium Vision Ltd is registered in England with Registration Number: 08456266. Our Data Protection Officer is Hamid Raza and can be contacted at info@ophthalmologysuite.co.uk

Your views on privacy are important to us. Tell us what you think! If you have comments or questions email us at info@ophthalmologysuite.co.uk

What personal information do we collect about you and why?

We collect data directly from you when you complete registration for at our website or when you email us or send any correspondence (your name, e-mail address, mailing address, billing address, your phone number, professional registration, identity documents etc).

All the information we collect you can view on 'Your Settings' page including your identity document you uploaded at the time of registration.

We may collect information when you call us or send us any correspondence, when you voluntarily complete customer surveys and provide feedback.

We do not receive any personal information indirectly from any third-party source

Patients: Users input their patient's details solely for their clinical management. That data is not used by us or any third-party.

We use the information that you have given us in order to enable you to manage your account and you use your patient's details for their clinical management.

Website usage information may also be collected using cookies (such as your IP address, browser type and operating system, page views and information as your use of our website (e.g. frequency and timing) and, if you arrived at our site via a link from another website, the URL of the linking page

The purpose of collecting personal data is to

- Enable you to use the website application in managing your patients
- Manage your account
- Enhance our website's overall design, layout and functionality
- Deliver you a good service and always strive to improve it

How do we use your personal data and for how long do we keep it?

When you register at our website your information is used to enable you to manage your patients and to generate any invoice on your usage.

If you have seen patients on our system your information may remain saved for the lifetime of patient or longer.

You can communicate to us to remove your information if you have not processed any patient on the system.

We may process your personal information for our legitimate business interests, which include some or all of the following:

- Send you important updates of the system
- To identify and prevent fraud
- To enhance the security of our network and information systems
- To better understand how people interact with our websites
- To provide postal communications which we think will be of interest to you from us
- To determine the effectiveness of promotional campaigns and advertising

Whenever we process data for these purposes we always ensure that your Personal Data rights are protected. You have the right to object to this processing if you wish, and if you wish to do so please send email to info@ophthalmologysuite.co.uk. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

We will not retain your personal data for longer than is necessary for the purpose for which it is provided. By law, we will keep your account and transaction data for 6 years after the completion of our contract.

We do not disclose your personal information to any third party for marketing purposes

We may disclose your personal information to any purchaser of our business or to comply with legal obligations, to protect your vital interest or those of another natural person.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting us at above address or email.

Your Data Protection Rights

Under data protection law, you have rights including:

Your right of access – You can view your information in ‘Settings’ of the website including your identity document you have uploaded.

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Your right to rectification - You have the right to ask us to rectify or you can edit yourselves any personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete or you can do it yourselves.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@ophthalmologysuite.co.uk if you wish to make a request.

Use of "Cookies"

"Cookies" are small pieces of information stored by your browser on your computer's hard drive. Most web browsers automatically accept cookies, but you can usually prevent accepting cookies by changing your browser settings. Please be assured that accepting a cookie does not give us access to your computer or personal information under any circumstances.

The cookie settings on this website are set to 'allow all cookies' to give you the very best experience.

The following types of cookies are used on the Ophthalmology Suite website.

Necessary cookies: We use necessary cookies in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies services you have asked for, like patient management, billing etc. cannot be provided.

Performance cookies: collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Functional cookies: allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. The information these cookies collect are anonymous and they cannot track your browsing activity on other websites.

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We do not use Targeting cookies, which are used to deliver adverts relevant to you and your interests.

If you do not want these cookies on your device you can change your cookie settings at any time through your web browser settings however please be aware the website may not function properly.

We want to make sure you keep control over your personal data.

You have the right to be informed of how your personal data will be processed.

You have the right to access and to rectify the information we hold about you.

You can request your personal data to be erased if there is no associated patient data.

Please email us at info@ophthalmologysuite.co.uk if you wish to do so.

European General Data Protection Regulation also grants you the right to lodge a complaint to the Information Commissioner's Office (ICO).

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at our address given above or at info@ophthalmologysuite.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Changes to this policy

We may update this Privacy Policy from time to time by publishing a new version on our websites.

We may additionally notify you of changes by email.

Publication on the web

25/05/2018 – Version 2