

THE CHIRO & PHYSIO CLINIC LIVERPOOL (UK) LIMITED

PRIVACY POLICY

The policy which we employ when dealing with any personal information submitted via this website is outlined below. We aim to take every possible measure to protect your information at all times.

DEFINITIONS

"We" or "us" in terms of Data Protection, and your information, refers to The Chiro & Physio Clinic Ltd and all websites associated. "Personal Information" refers to all data you enter into this website which identifies you, or which can be considered privileged, including but not limited to your email address.

YOUR CONSENT

By using this website, you agree to this privacy policy, and when you submit any of your details or personal information, you are agreeing that you accept the manner in which we state we will use those details.

CHANGES TO OUR PRIVACY POLICY

We may change our Privacy and Security policies from time to time – we are constantly reviewing them to ensure that our customers (and their customers) are protected to the best of our abilities. Please check this page regularly for any updates and changes.

WHAT INFORMATION DO WE COLLECT?

Information may be collected when you use certain components of this website. Our server – like all web servers – logs your visit including your Internet Protocol (IP) address and date and time of visit. All data is kept

within the United Kingdom, and we never share this information with anyone unless compelled to do so by law.

We may collect, store and use the following kinds of personal data:

- Information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type, referral source, length of visit, pages viewed and activity on each page);
- Should you send us an email via the contact form, your name, email address and message will be emailed to us (as you would expect). This information is kept private, your details will not be passed on to any third party. We will store this information within our own email system so that we are able to respond to you. Your details will not be added to our newsletter unless you specify you would specifically like to receive communication from us on anything other than the initial enquiry you made.
- Should you comment on a blog post on this site, then your name, email address, IP address and message will be stored in our website database (as you would expect). This makes your name, website address and comment (but not your email address) viewable by the general public on the website.
- If you sign up to receive our newsletter, your name and email address will be added to a newsletter system database. You may opt-out of our emails at any time. An 'unsubscribe' link is included in all of our email newsletters.

COOKIES

WHAT ARE COOKIES?

Cookies are small harmless text files placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the website. The Cookie acts as an identification card for the visiting site. They enable your browser to exchange information with the website server, and can be used for essential purposes (such as remembering you've logged in to a site or what product you have put into your shopping cart), or optional purposes (such as for website analytics purposes, such as how many visitors came to the site). Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [All About Cookies](#). However, please note that if you choose to disable cookies, then parts of this website may not function correctly and it will

severely harm our business, we will no longer be able to track visits to our website, see what the most popular pages are or devices looking at our website, it will be the equivalent of running a sweet shop, blindfolded with no stock-taking facility available.

VISITORS TO OUR WEBSITES

When someone visits <https://www.chiroandphysioclinic.co.uk> we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. If we do want to collect personally identifiable information through our website, we will be upfront about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

ACCESS TO PERSONAL INFORMATION, AND HOW WE PROTECT IT.

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address: Mersey Lodge, Speke Road, Liverpool, L19 2PQ. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

We have strict security procedures covering the storage of your information in order to prevent unauthorised access and to comply with the terms of the General Data Protection Act 2018. This means that sometimes we may ask you for proof of identity or for other personal information before we can process your call or enquiry further.

DISCLOSURE OF PERSONAL INFORMATION.

In many circumstances, we will not disclose personal data without consent. However, we reserve the right to access and disclose individually identifiable information to enable us to prevent and detect crime and to produce anonymised statistics.

GDPR & YOUR CHOICES.

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our products and services, then you can opt out at any time by contacting us on enquiries@chiroandphysioclinic.co.uk.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: enquiries@chiroandphysioclinic.co.uk or telephone on 0151 427 5000

HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION.

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at enquiries@chiroandphysioclinic.co.uk, Alternatively, you can telephone 0151 427 5000. You have the right to ask for a copy of the information The Chiro & Physio Clinic Ltd holds about you.

SECURITY PRECAUTIONS IN PLACE TO PROTECT THE LOSS, MISUSE OR ALTERATION OF YOUR INFORMATION.

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software, 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are 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. Once we receive your information, we make our best effort to ensure its security on our systems.

LINKS TO OTHER WEBSITES.

This privacy notice does not cover the links within this site linking to external websites excluding ones owned and managed by us. We encourage you to read the privacy statements on the other websites you visit.

CHANGES TO OUR PRIVACY POLICY

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated in May 2018.

HOW TO CONTACT US.

Please contact our Data Protection Officer (DPO) if you have any questions about our privacy policy or information we hold about you:

By phone – 0151 427 5000

By email: enquiries@chiroandphysioclinic.co.uk

Or write to us at:

Mersey Lodge,
Speke Road,
Liverpool,
L19 2PQ

Company registered in England and Wales,
Company number 10133832

WHAT COOKIES DO WE USE?

The table below list the cookies we use and will set regardless of your acceptance of our cookie message, these cookies are seen as essential to the running of the website, without them, desktop, mobile and tablet devices will not display the images properly.

Cookie Function	Cookie Name	Description
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WordPress Login	wordpress_[hash] wordpress_logged_in_[hash] wordpress_test_[hash] wordpress_test_cookie	WordPress is the Content Management System (CMS) that runs this website. It uses a “session cookie” when logging in and out and is essential for proper website operation. User data is all anonymous.
WordPress Admin UI	wp-settings-[UID] wp-settings-{time}-[UID]	WordPress also cookies to to customize your view of admin interface, and possibly also the main site interface. User data is all anonymous.
	TinyMCE_content_size	WSYIWYG editor
	PHPSESSID	Used by some plugins that the site uses

The following table lists any cookies that are seen as non-essential to the workings of the website.

Cookie Function	Cookie Name	Description
Blog/Post Comments	comment_auth or comment_auth or_email comment_auth or_url	If you leave a comment on the website e.g. on a page, article or blog post, then a cookie may be stored to ‘remember’ your email address for the next time you post (should you choose the “remember me” option). All cookies starting with comment_author deal with this

Social Networking	k (Twitter)	We integrate our site in to various social networking sites and use various plugins to do this to integrate with Facebook, Twitter, Pinterest and Google+, to make it easy for you to share content you find on our site. These services may save some cookies.
Google Analytics	__utma __utmb __utmc __utmz	We use Google Analytics to allow us to analyse the traffic to our site and to review a number of statistics regarding our visitors. (Further information on the data they collect is available here).