

Care & Respond Privacy Policy

This privacy policy explains how Science & Engineering Applications Ltd (“us, we, Scienap”) uses your personal data to provide Care & Respond as a service to you. It explains your legal rights under data privacy laws.

Before getting into the legal details, this is how our service works:

- We regard your privacy as very important and we handle your personal data as **highly confidential and private**.
- You need an **email address** to register. We use this to operate your account and communicate with you. We never give your email address to a 3rd party (e.g. ambulance service) without your consent.
- We ask for **your name** and **phone number** and we only provide these details to people or services who you have specifically asked us to share your details with (e.g. friends, family, ambulance services). The ambulance services will only look at your record in the event of an emergency and only with your prior consent.
- You can **share** your records with anyone you choose (e.g. a **doctor or a friend**). This is your decision and you are in control. You can stop sharing at any time.

Now the legal bit:

Our contact details

Science & Engineering Applications Ltd, a company registered in England and Wales number 11140695. Registered office address: Cae Crin, Rhoscolyn, Holyhead, Anglesey. LL65 2EQ. Email support@careandrespond.com

The type of personal information we collect

We currently collect and process the following information:

- Website cookies:
 - Cookies are text files that are stored on your computer to help CHAI to remember information about your activity. They enable our systems to recognise your browser or device and to provide the essential CHAI services to you.
- Online forms
 - Contact information and other information specified on the form.
- Account information
 - Contact information to enable us to manage your account.
- IP address and device identifier:
 - This is the unique identifying address broadcasted by the browser or device by which each user is accessing our online platform.
- Request date/time:
 - The specific date and time of each action the user takes.

- Page requested:
 - Each page or interface that the user accesses and how long they spend on each page.
- Bytes served:
 - How much information is transferred during the user's activity.
- User agent:
 - Commonly, the web browser or operating system of the user which transfers necessary information to the web server in order to serve the needs of the user.
- Referrer:
 - The previous location that the user was at before they were referred to your website or app, such as a search engine or exterior website link.
- Error logs:
 - Information regarding any errors or functionality problems experienced by the user.

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Help us to monitor and improve the performance of our website;
- Enable us to communicate with you; and
- Enable us to provide you with access to our software.

We may also receive personal information indirectly, from the following sources in the following scenarios:

- We may occasionally be sent your contact information by someone you know, either to facilitate communication or to enable us to provide you with access to our software.

We use the information that you have given us (or we have been given) in order to perform our normal business operations as consultants and software developers, and this includes informing you about our services and any changes or maintenance activities that you need to be aware of.

We share this information with our online file server and web hosting providers to enable them to provide normal cloud hosting services to our business and they would not normally see your information.

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

- we have a contractual obligation or
- we have a legitimate interest or
- we have your consent.

How we store your personal information

Your information is securely stored on our cloud based file servers. We only use service providers who comply with UK and EU law with data centres within these territories. Access to our servers is protected by password accounts.

We keep your information only for as long as is necessary to perform our business needs. We will then dispose of this information by deleting it from our file servers (30 days after you have closed your account).

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

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 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 support@careandrespond.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at our registered office or support@careandrespond.com

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>