



NEON

HEALTH SOLUTIONS



# Privacy Notice

# Privacy Notice



Neon Health Solutions customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

## ***Our Contact details:***

Email: [legal@neonhealthsolutions.com](mailto:legal@neonhealthsolutions.com)

## ***What information we collect, use, and why:***

We collect or use the following information to **provide services and goods, including delivery:**

- Names & title
- Account information
- Website user information (including user journeys and cookie tracking)
- Business email addresses
- Business telephone numbers
- Business addresses
- Business affiliation

We also collect or use the following information to **provide services and goods, including delivery:**

- Activity and planning information relating to healthcare provision

## ***Lawful bases***

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Contract

## ***Where we get personal information from***

- Health care providers

## ***How long we keep information***

All data will be permanently deleted 3 months after the contract has completed. This process is irreversible, and the client will be notified 14 days before this takes place.

## ***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 data.

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- **Your right to rectification** - You have the right to ask us to rectify personal data 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 data in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## ***How to complain***

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## ***Last updated***

23 July 2024