

DATA & PRIVACY POLICY

GENERAL

Trust and safety is very important to us at Return2Play Ltd. We are committed to safeguarding the privacy of our users while providing a personalised and valuable service. This privacy policy explains the data processing practices of Return2Play Ltd. If you have any requests concerning your personal information or any queries with regard to these practices please contact us at hello@return2play.org.uk.

Personal information is collected by Return2Play Ltd, a company registered in England and Wales. Our company registration number is 09616661 and our registered office is at Bryden Johnson, Lower Coombe Street, Croydon CR0 1AA. Our registered VAT number is 224 8525 09.

This website is owned and run by Return2Play Ltd. References in this privacy policy to "Return2Play", "we", "us", "our" or similar refer to Return2Play Ltd and references to the website refer to any of our websites we may own or run from time to time including www.return2play.org.uk

To provide you with our products and services, we may need information about you.

If you use the website, you are in control of what information we collect about you, but if you choose not to share your information, you may not be able to access or use some areas of the website.

This Privacy policy applies to any person who uses the website, including those who book an appointment using the website (a **User**). It also applies to any health practitioner who is registered with us and who has provided an online profile listing as set out in our Health Professionals Conditions for Registration (a **Health Professional**).

HOW WE COLLECT INFORMATION

If you are a User of the website, we will collect information about you when you:

- use our online services;
- book an appointment through the website with any of the health professionals registered with us;

- create an account on the website;
- write customer reviews, give a testimonial or other feedback;
- interact with us on or via any social network;
- ask for information from us; or
- submit comments relating to blogs or articles featured on the website.

If you are a Health Professional registered on the website, we will collect information about you when you:

- use our online services;
- register with us;
- create, look at or change your website profile with us;
- respond to feedback; or
- ask for information from us.

INFORMATION COLLECTED

The information we collect and hold about you (and, where applicable, your child) may include:

- full name;
- date of birth;
- phone and/or mobile phone numbers;
- email address;
- IP address;
- details of injuries sustained and the recovery from these
- organisations you are linked to (e.g schools, sports clubs etc)
- search criteria, including Health Professionals and locations searched;
- password details, answers to security questions (for example your mother's maiden name) or both;
- any other information you may give us when you write to us or contact us in other ways; and
- any other information provided to us by a Health Professional.

If you are a Health Professional registered on the website, we will also collect your:

- General Medical Council registration number;

WHY WE NEED YOUR INFORMATION AND WHO WE SHARE YOUR INFORMATION WITH

Return2play.org.uk allows you to see the playing status of those who have chosen to share that information with you. It allows you to record injuries, log symptoms and search for

Health Professionals and arrange appointment bookings with Health Professionals. It also allows you to assist in the gathering of anonymised data on injuries for future research.

If you are a user of the Website, we use the information provided for purposes which may include:

- providing your information to the health professionals you have booked appointment(s) with;
- processing appointments, orders, registrations and enquiries;
- allowing you to participate in interactive features of our service, including access to the health professionals' appointment booking system;
- sending appointment reminders
- confirming any appointment which you may be required to do directly to the health professional by text message or other means; and
- monitoring compliance with our terms and conditions.

If you are a health professional registered on the website, we use the information provided for purposes which may include:

- highlighting your services on the website;
- processing appointments, orders, registrations and enquiries;
- allowing users to participate in interactive features of our service, including access to your appointment booking system;
- confirming any appointment; and
- monitoring compliance with our terms and conditions.

We may use your information for account administration (for example to email you your password, if you forget it) and for added security. We may use your email address or mobile number to send you a confirmation of any order you make, if you arrange services from or through us, to confirm any profile changes you make and to respond to you if you contact us for information about our services. We might also use your email address to bring you news such as changes to the way you can use our online services or new services.

Whenever you give us your personal information, legally we have to use it in accordance with the terms of various privacy laws, including the Data Protection Act 1998.

Return2Play Ltd is registered with the UK's Information Commission as Data Controllers in accordance with the Data Protection Act 1998 with Data Protection Registration Number **ZA155207**.

Every now and again, we receive requests for information from government departments, such as trading standards, the police and other enforcement agencies. If this happens, and we think there is a proper legal basis for providing your personal information, we will provide it to the organisation asking for it without notifying you.

WHERE WE PROCESS YOUR INFORMATION

When we use your information, this may occasionally involve sending your information outside the European Economic Area (EEA). Where we do this, we make sure that appropriate steps are taken to protect your personal information and your rights. By providing us with your personal information, you agree that we may transfer, store and process your information outside the EEA.

COOKIES

Cookies are information files stored on your web browser or computer that help websites remember you. We collect information about your use of the website through cookies.

Your mobile phone can also store information files that help us remember you when you use our services. We collect information about your use of our services through on-device storage.

We will store cookies on your hard drive in order to save you time with data entries such as locations, username and passwords.

This information does not allow us to identify you. We collect it from lots of visitors to our websites and analyse it. This lets us build up a picture of how people use our websites. This helps us improve the services we offer.

RECORDING YOUR CALLS

We may record or monitor calls that you receive from us, or make to us or to a health professional using a telephone number provided on our website and which we operate. We do this for security and training purposes and to improve the service we provide to you.

We may provide copies of recordings of calls to a health professional where you have made a call to book an appointment with that health professional using a telephone number provided on our website.

TESTIMONIALS

If you give us feedback, we may use it to improve our products and services and we may publish it online or offline to promote our business, products and services.

BLOGS

If you wish to submit a comment or feedback on a blog or article featured on the website, we may (but are not obliged to) publish your comment online or offline to promote our business, products and services. We will collect your name which may be displayed next to your comment, and e-mail address and which we may use to contact you in relation to your comment. We may remove any comments at any time.

CONTACTING YOU

We may contact you:

- about information you have asked for, in order to answer your request;
- if you have given us feedback, to discuss that feedback or ask your permission to publish it;
- if you have chosen to receive further information from us; and
- to invite you to take part in surveys about our products and services.

MARKETING

You may receive news from us and information about our products and services and changes to the way you can use our online services or about new services and special offers you might be interested in.

Unless you tell us otherwise, we may contact you by phone, post, email, text message or any other way (electronic or otherwise). We will normally send you direct marketing by email if we have your email address.

If you would like us to stop sending direct marketing to you may email us at hello@return2play.org.uk.

If you tell us that you do not want to receive direct marketing, we will still contact you in order to provide you with services you request and for administration purposes.

We will aggregate non-personally identifiable data in order to understand appointment demand, user habits, trends and user preferences.

UPDATING YOUR INFORMATION

You can update your personal details via your user account at www.return2play.org.uk.

SECURITY

We take the security of your personal information very seriously. We have put in place technology and security policies which are designed to protect the personal information that we hold about you. We also follow the strict security procedures that privacy laws require. These cover storing, using and releasing any information you have provided, and preventing unauthorised access or use.

We will not sell any personal information to any third parties. Additionally, except in providing the goods and/or services on our website, we will not release, give, lease, or transfer your personal data to third parties (other than if we sell or transfer our business or part of it).

UPDATES

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

Last updated: 04 December 2015