

A&S Feet Ltd Privacy Policy

Our contact details

Name: A&S Feet Ltd

Address: Rourke House, Watermans Business Park, The Causeway, Staines-Upon-Thames, TW18 3BA.

Phone Number: 07727 252505

Website: www.asfeet.co.uk

E-mail: hello@asfeet.co.uk

The type of personal information we collect

We currently collect and process the following information:

The personal data we collect from you directly can include your name, email address, mobile/landline telephone number, date of birth, address, your medical history, your purchasing activity, your payment information, and information you give us when you contact our booking system, when you engage with our social media platform.

If you are browsing our website, we may collect your IP address or other device identifier, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other portable device information.

We may, where we have a lawful basis for doing so, also collect personal data about you from third parties, such as your General Practitioner, who provide us with additional medical information about you. This information will always be held securely, confidentially and only used for your benefit to enable us to care for you in accordance with UK and GDPR laws on use of such data.

You can find more about [what constitutes personal information](#) on the Information Commissioners Office website.

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:

- When you contact our Practitioner team online, over the phone or in clinic

- When you purchase products and services from us online, during foot healthcare sessions or over the phone
- When you access our website, complete online forms or use any of our mobile apps.
- Our website also uses cookies; to find out more about the use of cookies and how you can manage them, please read our cookie policy
- When you contact us or we contact you to take part in surveys or promotions
- When you engage with us on social media (by mentioning/tagging us or by contacting us directly)
- To measure how satisfied our patients/customers are and provide customer service (including troubleshooting in connection with purchases or your requests for services or when you ask us questions on social media)

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: A&S Feet Ltd, Rourke House, Watermans Business Park, The Causeway, Staines-Upon-Thames, TW18 3BA. Tel: 07727 252505 Website: www.asfeet.co.uk E-mail: hello@asfeet.co.uk

(c) We have a legal obligation

(e) We have a legitimate interest

Your credit, debit card or other payment information is captured, processed and held by third parties to ensure that your payment is safe and that your details are not being used fraudulently. This data sharing enables them to conduct fraud analysis which ensures that genuine and accurate payment details are provided to us for any purchase of a service or product.

How we store your personal information

Security and retention of your personal data

We take the security of your personal data very seriously. We protect your data by using encryption techniques and we use other safeguards such as firewalls and password protection. This means that your data is protected and only accessible by co-workers who need it to carry out their job responsibilities. We also ensure that there are strict physical controls in our buildings which restricts access to your personal data to keep it safe.

Retention of your personal data

We will only retain your personal data for as long as is necessary for the purposes described in this Privacy Policy. This means that the retention periods will vary according to the type of the data and the reason that we have the data.

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 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 A&S Feet Ltd, Rourke House, Watermans Business Park, The Causeway, Staines-Upon-Thames, TW18 3BA. Tel: 07727 252505 Website: www.asfeet.co.uk E-mail: hello@asfeet.co.uk 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 A&S Feet Ltd, Rourke House, Watermans Business Park, The Causeway, Staines-Upon-Thames, TW18 3BA. Tel: 07727 252505 Website: www.asfeet.co.uk E-mail: hello@asfeet.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>

A&S Feet Ltd. Cookies Policy

This cookie policy explains what cookies are and how we use them on our website. You should read this policy so you can understand what type of cookies we use, the information we collect using the cookies and how that information is used. By using our website you are agreeing that we can use cookies in accordance with this policy.

What are cookies?

Cookies are files which contain a small amount of information. Cookies are stored on the browser or hard drive of your computer or device.

How do we use cookies?

We use cookies to distinguish you from other users of our website and to provide a browsing experience that is unique to you. Cookies are used by us so that our website can remember what you have done whilst browsing, for instance, your log-in details, how far you have progressed with an order and what is in your order cart.

What type of cookies do we use?

Cookies can be in the form of session cookies or persistent cookies. Session cookies are deleted from your computer or device when you close your web-browser. Persistent cookies will remain stored on your computer or device until deleted or until they reach their expiry date. We, or partner suppliers, use the following cookies:

Analytical/performance cookies. These cookies allow us to recognise and count the number of visitors to our website and to see how visitors move around when they are using it. This helps us to improve the way our website works, for example, by ensuring that users find what they are looking for easily.

Functionality cookies. These cookies are used to recognise you when you return to our website. This enables us to personalise our content for you, such as greeting you by name and remembering your preferences.

Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose. These cookies allow you to share and send information to other websites.

Contact forms cookies

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

Login cookies

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, several cookies will be set up to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you log out of your account, the login cookies will be removed.

What kind of information do we collect by using cookies?

When you visit our website, we may automatically collect the following types of information from you: Your internet protocol (IP) address, your login information, time zone setting, operating system and platform, information about your visits including the URL you came from, your country, the search terms you used in our website, products you viewed or searched, page response times, download errors, length of visits to certain pages, page interaction information, (such as scrolling, clicks, and mouse-overs) and the methods used to browse away from the page.

How do you block cookies?

Most browsers allow you to refuse cookies. You may block our cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. You can find out more about cookies and how to delete and control them on www.aboutcookies.org or click help in your browser menu.

If you block our use of cookies, you may be unable to access certain areas of our website and certain functions and pages will not work in the usual way.

We may update this policy from time to time. Changes in technology, legislation and authorities' guidance may require us to inform you of the activities we undertake where it affects your privacy rights. You should check this page occasionally to ensure you are familiar with any changes.