

MB HEALTHCARE SERVICES LIMITED PRIVACY POLICIES / DISCLAIMER

PLEASE READ THIS PRIVACY POLICY CAREFULLY BEFORE USING THIS SITE

MB HEALTHCARE SERVICES LTD collects certain information or data about you when you sign up to www.mbhealthcare.co.uk , contact us by telephone on 01707707560 or use our online contact form (place a link to our forms).

We collect:

Questions, queries or feedback you leave, including your email address and telephone number if you contact us via www.mbhealthcare.co.uk , by phone, by email or by placing an order.

Your email address when you sign up to our website or contact us using a company email address to receive our marketing emails, and information on how you use our emails - for example whether you open them and which links you click on.

Information on how you use the site, using cookies

The data entered when you request a quote, place an order, or open an account via our (link to our contact details)

This data can only be viewed by authorised people in MB HEALTHCARE SERVICES LTD to:

Improve the site by monitoring how you use it

Gather feedback to improve our services, for example our email alerts

Respond to any requests you send us, if you've asked us to

Send marketing emails to users who have not opted out

Allow you to access special pricing on our website and make transactions

Where your data is stored

We store your data on secure servers in the Cloud.

Keeping your data secure

We implement a variety of security measures (ISO27001 certified – link to our QMS page) to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway provider's database only accessible to those authorised with special access rights to such systems, who are required to keep the information confidential.

We are responsible for the information that we collect and committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Our Payment Service Provider is - **Oveeyen please add our payment platform and its security protocol**

In addition, you know that your session is in a secure encrypted environment when you see https:// in the web address, and/or when you see the locked padlock symbol alongside the URL.

So, when buying through our site you can be sure that you are completely protected.

We have procedures and security features in place to keep your data secure once we receive it, however please bear in mind that no internet transmission is 100% secure. We can't guarantee the security of your data while it's in transit: any data you send is at your own risk.

No data is transferred or taken off site on personal devices.

How long will the personal data be stored?

We will keep your personal data until you make a deletion request or for as long as necessary to provide the services you have requested or for other necessary purposes, such as fulfilling legal obligations, resolving disputes and enforcing our policies.

Hard copy data is stored securely as per the time frame outlined by government legislation.

Disclosing your information

We will only share essential information from your data with our suppliers/manufacturers/subcontractors if deemed absolutely necessary to allow us to respond to any requests you send us.

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including:

Business partners, suppliers and sub-contractors for the performance of any contract we enter into with you.

Analytics and search engine providers that assist us in the improvement and optimisation of our site.

Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

Your rights

You have the right to know what personal data we store on you. You can find out what information we hold and ask us not to use any of the information we collect at any time. Contact us on info@mbpathology.com or 01707707560 with your requests, which will be submitted to the assigned Data Controller for MB HEALTHCARE SERVICES LTD.

You can unsubscribe or change your settings for email alerts at any time by selecting the 'unsubscribe' link that appears in every email.

Children

We are in compliance with the requirements of GDPR in relation to collecting data.

Links to external websites

www.mbhealthcare.co.uk contains links to other websites. This privacy policy only applies to www.mbhealthcare.co.uk and does not cover other websites that we link to.

If you follow a link to another website from the above noted, read the privacy policy on that website to find out how they process your personal information.

Changes to this Privacy Policy

We may modify, alter or update this Privacy Policy at any time. We will not provide individual notice to you of changes to this Privacy Policy, but when we make updates to this Privacy Policy, we will update the date noted in the document.

If you have any questions about how MB HEALTHCARE SERVICES LTD uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by telephone on 01707707560 or using our online contact form (place a link to our forms)

Last updated: 27/04/2023

CONTACT US

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to our response administrator at:

MB HEALTHCARE SERVICES LTD
14 STATION CLOSE
Potters Bar
Hertsmere
EN6 1TL
or by email using our online form (place a link to our forms)

Thank you for visiting our site.

Complaints Policy

Our aim is to always maintain our core values and commit to service excellence. If a doctor or patient needs to raise a complaint about any of our services, they should contact us at info@mbpathology.com giving full details of the complaint. Alternatively written complaint could be posted to:

MB HEALTHCARE SERVICES LTD
COMPLAINTS SECTION
10-11 STATION CLOSE
POTTERS BAR
HERTS
EN6 1TL

The information forwarded will be treated as confidential. The investigation will be dealt according to our QMS procedure and the appropriate corrective actions and preventative actions (CAPA) will be introduced where required. The outcome of the investigation will be informed to the complainant.