

# MyAccess Clinics Privacy Policy

Last Updated: 24 November 2023

This Privacy Policy describes how MMJ Clinic Group Limited (Company No. 11906622) (**MAC UK**) and any of its affiliates (collectively, **we, us** or **our**) collect and process your personal data in connection with our websites and/or services (collectively, **Services**).

This Privacy Policy does not apply to our employee and contractor records.

If you have any questions or concerns about our use of your personal data, please contact us using the contact details provided at the bottom of this Privacy Policy.

## How we collect information

Broadly speaking, the way in which we collect personal data about you will depend on your relationship or interactions with us.

### Information that you provide voluntarily

Certain parts of our Services may ask you to provide personal data voluntarily. For example, we may ask you to provide your contact details in order to book a consultation with us, to subscribe to marketing communications from us, or to submit enquiries to us. The personal data that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you at the point we ask you to provide your personal data.

### Information that we collect automatically

When you access our Services online, we may collect certain information automatically from your device. Specifically, the information we collect automatically may include your internet protocol (IP) address, your login data, browser type and version, time zone setting and location and other technical information. We may also collect information about how your device has interacted with our Services, including what was accessed and the links clicked.

Collecting this information enables us to better understand the users of our Services, where they come from, and what content is of interest to them. We use this information for our internal analytics purposes and to improve the quality and relevance of our Services.

Some of this information may be collected using cookies and similar tracking technology, as explained further under the heading "Online tracking and your choices" below.

### Information that we obtain from third party sources

Where possible, we collect information directly from you. However, there may be occasions where we receive information about you from third parties, such as your treating healthcare professional if you are a patient, your patient if you are a healthcare professional, or third parties with whom we have a relationship.

## Information we collect and why

The table below sets out the types of personal data we collect, why we use it, and where required under applicable law, the lawful basis for processing that personal data.

Data subject category	Data type	Why do we use this information?	Lawful basis
Patients	<b>Contact information:</b> such as your name, email, phone number, and location, and where you access our services, more detailed information such as your gender, date of birth, next of kin, insurer's details, NHS number, national identity or passport number.	To arrange a consultation, treatment or follow up with you	<ul style="list-style-type: none"><li>• Performance of a contract</li><li>• Our legitimate interests</li></ul>
		Where your healthcare professional has provided your information to us in order to arrange a consultation with us, to contact you for referral purposes	<ul style="list-style-type: none"><li>• Performance of a contract</li><li>• Our legitimate interests</li></ul>
		To contact you to participate in a survey	<ul style="list-style-type: none"><li>• Consent</li></ul>
	<b>Medical information:</b> such as your diagnosis and medical health history	To arrange a consultation, treatment or follow up with you	<ul style="list-style-type: none"><li>• Performance of a contract</li><li>• Our legitimate interests</li></ul>

			<ul style="list-style-type: none"> <li>• Health or social care (for the provision of healthcare or treatment)</li> </ul>
		To carry out analytics and create aggregate statistics for research purposes.	<ul style="list-style-type: none"> <li>• Our legitimate interests</li> <li>• Scientific research purposes</li> </ul>
	<b>Prescription data:</b> such as such as name, initials, address, date of birth, gender, weight and printed age, indication and clinical justification for the use of the product (e.g. the seriousness of the condition, details of previous treatments including detail on use of therapeutic treatment), product type, dosage and dose form, treating doctor	For identity verification purposes and to arrange to fulfil a product order relating to your prescription from a healthcare professional, including where you have requested products from a dispensing pharmacist.	<ul style="list-style-type: none"> <li>• Our legitimate interests</li> <li>• Performance of a contract</li> </ul>
	<b>Payment information:</b> such as your payment details or details of your insurer	To take payment for our services	<ul style="list-style-type: none"> <li>• Performance of a contract</li> </ul>
	<b>Adverse events or special situations:</b> information about any untoward medical occurrence in a patient or clinical trial subject administered a medicinal product, with or without an adverse event	To enable us to contact the reporter, if necessary, to clarify the information received	<ul style="list-style-type: none"> <li>• Legal obligation</li> </ul>
		For submission to regulatory authorities	<ul style="list-style-type: none"> <li>• Legal obligation</li> <li>• Health or social care (for the provision of healthcare or treatment)</li> </ul>
	<b>Survey information:</b> any information you provide to us as part of your voluntary participation in a survey, which could include sensitive personal data	To carry out analysis on users of our Services	Consent
<b>Guardians and/or carers of patients</b>	<b>Contact information:</b> such as your name, email and phone number	To arrange a consultation, treatment or follow up for the patient	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Our legitimate interests</li> </ul>
<b>Healthcare professionals</b>	<b>Contact information:</b> such as your name, email and work address (i.e. clinic details)	Where your patient has provided your information to us in order to book a consultation with us, to contact you in relation to the patient's request	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Our legitimate interests</li> <li>• Health or social care purposes (for the provision of healthcare or treatment)</li> </ul>
		To participate in surveys provided by us for research purposes	<ul style="list-style-type: none"> <li>• Consent</li> </ul>
	<b>Professional information:</b> such as your professional registration number, health practitioner type, your qualification, speciality and clinic details	To verify your details with the relevant regulatory body	<ul style="list-style-type: none"> <li>• Legal obligation</li> <li>• Our legitimate interests</li> </ul>
<b>Visitors or users of our Services</b>	<b>Contact information:</b> such as name, email, telephone	To respond to your queries and requests, to register you, and/or book a consultation	<ul style="list-style-type: none"> <li>• Our legitimate interests</li> </ul>

	number, address, content of free text		
	<b>Technical information:</b> such as internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform	To understand how you interact with our Services, as well as our content to enable us to improve service and functionality	<ul style="list-style-type: none"> <li>• Our legitimate interests</li> </ul>
	<b>Information you disclose to us:</b> any information you disclose to us through your communications with us which may include sensitive personal data	To respond to you including your questions in relation to our products and services	<ul style="list-style-type: none"> <li>• Consent</li> </ul>
<b>Job applicants</b>	<b>Identification data:</b> such as your name, gender, photograph, date of birth, national identifiers	To identify you as the individual applying for a role with us	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Our legitimate interests</li> </ul>
	<b>Contact information:</b> such as home address, telephone number, email address	To contact you about your application to us and invite you to participate in any assessments and interviews with respect to the role you have applied for	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Our legitimate interests</li> </ul>
	<b>Employment details:</b> such as employment history, application for role, third party references	To assess your job application to us and your suitability for the role	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Our legitimate interests</li> </ul>
	<b>Background information:</b> such as academic or professional qualifications, education, CV, criminal records data (for vetting purposes, where permissible and in accordance with applicable law)	To assess your job application to us and your suitability for the role	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Our legitimate interests</li> <li>• Employment (for the assessment of your working capacity)</li> </ul>

### Lawful basis for processing

The lawful basis for processing your personal data are as follows:

- **Consent:** where you have given consent to the processing of your personal data for one or more specific purposes
- **Performance of a contract:** where processing is necessary for the performance of a contract with you or in order to take steps at your request prior to entering into a contract
- **Legal obligation:** where processing is necessary for compliance with our legal obligations
- **Legitimate interests:** where processing is necessary for a legitimate interest, and that legitimate interest is not overridden by your interests or fundamental rights and freedoms

The lawful basis for processing your sensitive personal data are as follows:

- **Health or social care:** where processing is necessary for the provision of healthcare or treatment
- **Employment:** where processing is necessary for the assessment of your working capacity

### Special category data

Some of the information we collect and process may include sensitive personal data (also known as special category data).

Special category data is a subset of personal data that is generally afforded a higher level of privacy protection. It includes health and genetic data and data about racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record and some types of biometric data.

We will only collect special category data where it is reasonably necessary for our functions or activities, and where we have a lawful basis to do so under applicable laws as provided for in the table above.

### Scientific research and statistical reporting of pseudonymised data

As set out in the table above we may also use your information for scientific research and statistical reporting. However, we have taken a number of measures to ensure that this data is pseudonymised and cannot directly identify an individual. We only have access to your medical and treatment data for this purpose only and cannot directly identify you from this data.

### Online tracking and your choices

Our website employs various tools for data analysis, tracking, and user behaviour monitoring, including cookies, web beacons, and similar tracking technologies. These tools are instrumental in gathering insights about your interaction with our websites. Data collected may include information such as browser type, domains, page views, IP address, referring/exit pages, user interactions with our website, and trends in traffic and usage.

For a more detailed understanding, we utilise session cookies to maintain your login status during your website session. These session cookies are temporary and automatically expire upon closing your web browser. We also employ persistent cookies, which persist in your browser and enable us to recognise you when you revisit our website. This recognition serves various purposes, such as preserving your information to eliminate the need for repeated data entry, enhancing our comprehension of your use of our services, diagnosing and resolving technical issues, and overall improving our services. Additionally, in select email communications, we may incorporate 'click-through URLs' linked to specific content on our website. These URLs are tracked to assess the effectiveness of our customer communications.

To enhance our services and for comprehensive analytics, we may gather analytics data directly or through third-party analytics tools, which may include tools like Google Analytics. This data assists us in analysing and enhancing our services and provides insights into traffic patterns and usage trends for our products and services.

It is essential to note that while most web browsers are configured to accept cookies automatically, you typically can modify your browser settings to refuse cookies or to receive prompts before accepting cookies from websites. Should you choose to configure your browser to reject cookies, please be aware that certain features of our website may not function correctly.

Regarding the 'Do Not Track' feature offered by some web browsers, it's essential to acknowledge that this selection may not affect our data collection through cookies or tracking technologies for analytical and internal purposes. The sole method to opt out of data collection through cookies or similar tracking technologies is to actively manage your browser or mobile device settings to delete and turn off cookies and other tracking and recording tools.

For comprehensive information on cookies, clear gifs/web beacons and related technologies, you are encouraged to visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

For more information on our cookies and tracking technologies please see our [Cookie Policy](#).

## Data sharing

We may share your personal data to the following categories of recipients:

- To **your referrer** where you are referred by another healthcare professional. For example, a summary of your care will be sent to your treating healthcare professional who referred you to us. Please inform us as soon as possible if you do not wish your data to be shared in this way.
- To persons for whom **we have your consent** to share your personal data.
- To our **group companies** for the purposes for which we are entitled to process your personal data under this Privacy Policy.
- To **third party service providers** who work for us in the provision of our services and with whom we have a contractual relationship. Your data may also be processed by a third party if required to deliver a service you have requested.
- To any **competent law enforcement body, regulatory, government agency, court or other third party** where we believe it is necessary (i) as a matter of applicable law or regulation; (ii) to exercise, establish or defend our legal rights, or (iii) to protect your vital interests or those of any other person.
- To **an actual or potential buyer** (and its agents and advisors) in connection with any actual or proposed purchase, merger or acquisition of any part of our business, provided that we inform the buyer it must use your personal data only for the purposes set out in this Privacy Policy.

We will check any third party that we use to ensure that they can provide sufficient guarantees regarding the confidentiality and security of your personal data.

Where required, we will have written contracts with them which provide assurances regarding the protections that they will give to your personal data and their compliance with our data security standards and international transfer restrictions.

### Third-party sites and features

Our websites may contain links to other websites operated by third parties and may include social media features such as Facebook and Twitter buttons (such as "Like," "Tweet" or "Pin"). These third-party sites may collect data about you if you click on a link and the social media sites may automatically record data about your browsing behaviour every time you visit a website that has a social media button. Your interactions with these features are governed by the privacy policy of the company providing the feature, not by this Privacy Policy. We do not control what data these third parties collect. Please review your privacy settings on your social media sites and think carefully before clicking on links which may take you to a third-party website.

## Data security and retention

### Security

We take security seriously and care about the integrity of your personal data. We use commercially reasonable physical, administrative, and technological methods to secure your personal data and protect it from accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal data.

In the event that any data under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and where appropriate, notify those individuals whose data may have been compromised and take other steps, in accordance with any applicable laws and regulations.

### Data retention

In order to deliver our core functions and to ensure we meet our legal data protection and privacy obligations, we will retain your data for at least as long as your account is active, as needed to provide you services, as long as is needed to fulfil the purpose for which it was collected (and any other linked purpose) or as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

When we have no ongoing legitimate business need to process your personal data (as described above), we will either delete or anonymise it or, if this is not possible (for example, because your personal data has been stored in backup archives), we will securely store your personal data and isolate it from any further processing until deletion is possible.

## International transfers

We will not transfer data collected and stored within the UK to any country that is not recognised as ensuring an adequate level of protection without compliance with the relevant legal or regulatory requirements. Further details on our international transfer safeguards are available on request.

## Your rights

You have the following data protection rights:

- If you wish to **access** of your personal data, you can do so at any time by contacting us using the contact details provided under the "Contact Us" section below.
- If you wish to **correct or update** your personal data you can do this by using the contact details provided under the "Contact Us" section below.

Where we are the controller of your personal data, you also have the following additional rights:

- You can **request deletion** of your personal data by contacting us using the contact details provided under the "Contact Us" section below.
- You can **object to processing** of your personal data, ask us to **restrict processing** of your personal data or **request portability** of your personal data. Again, you can exercise these rights by contacting us using the contact details provided under the "Contact Us" section below.
- You can **opt-out of marketing communications** we send you at any time by clicking on the "unsubscribe" or "opt-out" link in the marketing emails we send you. To opt-out of other forms of marketing (such as postal marketing or telemarketing), then please contact us using the contact details provided under the "Contact Us" section below.

- If we have collected and process your personal data with your consent, you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal data conducted in reliance on lawful processing grounds other than consent.
- You have the **right to complain to a data protection authority** about our collection and use of your personal data. For more information, please see the UK Information Commissioner's Office website at <https://ico.org.uk/make-a-complaint>.

Where you exercise your data protection rights, our response will depend on our role as a controller or processor, our legal basis for processing and whether or not any exemptions are available under applicable privacy or data protection laws.

We respond to all requests we receive from individuals wishing to exercise their rights in accordance with applicable privacy and data protection laws. In order to comply with a request, we may ask you to identify yourself. In such a situation, we will only request information to the extent required to confirm your identity. You also have the right not to identify yourself when dealing with us where it is lawful and practicable for us to allow it. However, if you do not provide us with your personal data when requested, we may not be able to respond to your request or provide you with the Service that you are seeking.

## Contact us

If you have a question, comment or complaint about how we have collected or handled your personal data, please contact our privacy officer using the contact information below and provide details of the incident so that we can investigate it.

If you are making a complaint, we will treat your complaint confidentially, investigate your complaint and aim to ensure that we contact you and your complaint is resolved within a reasonable time (and in any event within the time required by applicable law).

[ukprivacy@myaccessclinics.com](mailto:ukprivacy@myaccessclinics.com)

Salisbury House  
Station Road, Cambridge  
Cambridgeshire, CB1 2LA  
United Kingdom

The Information Commissioner's Office (**ICO**) is our lead supervisory authority. Where you are concerned about the collection and use of your personal data by us, you have the right to make a complaint to the ICO. For more information, please see the UK Information Commissioner's Office website at <https://ico.org.uk/make-a-complaint>.

ICO Registration No:

- MMJ Clinic Group Limited – ZA519342

## Changes to this Privacy Policy

We may update this Privacy Policy from time to time in response to changing legal, technical or business developments. You can see when this Privacy Policy was last updated by checking the last updated date displayed at the top of this Privacy Policy.

You should check our website frequently to see any recent changes. Unless otherwise stated, our current Privacy Policy applies to all information that we have about you.