



## Our website privacy notice

### 1. Introduction

This is our privacy notice. It tells you how we collect and process your data when you use our website: <https://conexus-healthcare.org/>

This includes any personal information that you give us – for example when you fill out a form, signup for our newsletter or contact us.

Our website and services are not intended for children under 13, and we do not knowingly collect personal data from them. If you are under 13, please ask a parent or guardian before providing us with any personal information. If you have any comments on this privacy notice, please email them to: [wyicb-wak.conexuscontact@nhs.net](mailto:wyicb-wak.conexuscontact@nhs.net)

### 2. About us

**Conexus Healthcare CIC** is the data controller and we are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

Company: **Conexus Healthcare CIC**

Email address: [wyicb-wak.conexuscontact@nhs.net](mailto:wyicb-wak.conexuscontact@nhs.net)

Postal address: Conexus Healthcare CIC, C/O Sandal Castle Medical Centre, Asdale Road, Wakefield WF2 7JE

\*Data controller: Conexus Healthcare CIC

\*As data controller, we decide how and why personal data is processed ensuring it meets UK GDPR and the Data Protection Act 2018 (as amended, including by the Data (Use and Access) Act 2025).

Our IG Lead is in charge of privacy-related matters for us. If you have any questions about this privacy notice, including our Data Protection Impact Assessments (DPIA), please contact us using the details set out above.

Please contact us straightaway if:

- You have any concerns or questions about how we collect and use your data.
- The personal information you have given us has changed.
- You want to see what information we have about you.

We take your privacy very seriously and try to adhere to the highest standards when collecting and processing your data. If you are unhappy with the way we have handled your personal data, you have the right to complain to us – please see the ‘Making a complaint about how we use your personal data’ section below. You also have the right to lodge a complaint with the Information Commissioner’s Office (ICO) at [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint), by calling 0303 123 1113, or by writing to: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, although we would encourage you to contact us first so that we have the opportunity to put things right.

### **3. What data we collect about you**

#### **Personal data**

We get personal information about you when:

- you contact us about our services through a contact form on our website, by telephone, email or otherwise.
- you contact us and give us your personal information through social media sites such as Facebook or LinkedIn.

The types of personal information we might store includes your name, the organisation you work for, telephone number and your email address.

#### **Technical & usage data**

This may include your internet protocol (IP) addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform, and other technology on the devices you use to access this site.

Our website uses cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor information. These cookies allow us to distinguish you from other users of the website and allow us to collect information about your visit to our website.

For more information on which cookies we use and how we use them, see our ‘Cookies’ section below.

We may also receive anonymised information about your use of the website – this information will not identify you personally. An example of this is where we review your Usage Data to work out the percentage of website users using a specific feature of our site. If we link the Aggregated Data with your personal data so that you can be identified from it, only then it is treated as personal data.

We also use third party applications to make our website function better or to improve your user journey and experience on our website. This includes Google Analytics.

We also may receive data about you from other third parties that we work with, including for example delivery services and advertising networks such as Facebook.

#### **Marketing and Communications Data**

This may include your preferences in receiving marketing communications from us and your communication preferences. You will find this on our website forms or carefully targeted direct mail.

Your personal data belongs to you. We are only allowed to collect and use it if we have a lawful basis for doing so which you can read about in the next section.

#### **4. How we use your personal data**

We will only use your personal data when legally permitted. We may process your personal data for more than one lawful ground, depending on the specific purpose for which we are using your data.

If you need more details about the specific legal basis we are relying on to process your personal data, email us at: [wycib-wak.conexuscontact@nhs.net](mailto:wycib-wak.conexuscontact@nhs.net)

The most common uses of your personal data are:

- To send you information, products or services that you have asked for or that are similar to those that you have already purchased or enquired about. The information we may process for this purpose includes your name, address and email address. We will do this either with your consent or, where permitted, in reliance on the 'soft opt-in' under the Privacy and Electronic Communications Regulations. You can opt out at any time. Please see 'Marketing' section below.
- To perform the contract or supply you with the products or services you have asked for. The basis for this processing is to perform the contract with you related to these activities and services or because you have asked us to take specific steps before entering into a contract in respect to these activities and services.
- To look at how we can make the information, products and services we offer to you better (including this website).
- To contact you with news of our organisation and information about the work we do. This processing is necessary for the administration of our business and the provision of our services, which is necessary for the legitimate interests of our business.
- To provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. We will get your express opt-in consent before we share your personal data with any third party for marketing purposes. The information we may process for this purpose includes your name, address and email address. Where we send you electronic marketing about our own products and services, we rely on your consent or, where permitted, the 'soft opt-in' under the Privacy and Electronic Communications Regulations.
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests. For example, if we send you a piece of direct mail that is highly targeted to your interests and you receive it every now and again – i.e. not every week and isn't relevant at all and there is a clear option to opt-out.
- To ensure that the web pages on our site are presented in the most effective manner for you and for your device.
- To keep our website safe and secure for example if there is a 'website gremlin' you notify us about and we need to troubleshoot why a web page wouldn't load properly.

- Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data, other than in relation to sending marketing communications to you via email or text message.

When you receive any of our electronic newsletters or emails, you will have the ability to unsubscribe from our mailing list.

You can ask us to stop sending you marketing messages at any time. If you would like to do this, please email or call us using the contact details at the top of this page.

| Purpose/Activity                                                                                                                                                     | Type of data                                                                                                | Lawful basis for processing                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To register you as a new customer                                                                                                                                    | (a) Identity<br>(b) Contact details                                                                         | Performance of a contract with you                                                                                                                                                                                                                                                          |
| To process and deliver your order including:<br><br>(a) Manage payments, fees and charges<br><br>(b) Collect and recover money owed to us                            | (a) Identity<br>(b) Contact details<br>(c) Financial<br>(d) Transaction<br>(e) Marketing and Communications | (a) Performance of a contract with you<br><br>(b) Necessary for our legitimate interests to recover debts owed to us                                                                                                                                                                        |
| To manage our relationship with you which will include:<br><br>(a) Notifying you about changes to our terms or privacy policy<br><br>(b) Asking you to take a survey | (a) Identity<br>(b) Contact details<br>(c) Profile<br>(d) Marketing and Communications                      | (a) Performance of a contract with you<br><br>(b) Necessary to comply with a legal obligation<br><br>(c) Necessary for our legitimate interests to keep our records updated and to study how customers use our products/services                                                            |
| To administer and protect our business and our site (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)  | (a) Identity<br>(b) Contact details<br>(c) Technical                                                        | (a) Necessary for our legitimate interests for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise<br><br>(b) Necessary to comply with a legal obligation |

|                                                                                                                           |                                                                                                                      |                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To deliver relevant content and updates about our work to you and to measure and understand the effectiveness of our work | (a) Identity<br>(b) Contact details<br>(c) Profile<br>(d) Usage<br>(e) Marketing and Communications<br>(f) Technical | Necessary for our legitimate interests to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy                                    |
| To use data analytics to improve our website, products/services, marketing, customer relationships and experiences        | (a) Technical<br>(b) Usage                                                                                           | Necessary for our legitimate interests to define types of customers for our products and services, to keep our site updated and relevant, to develop our business and to inform our marketing strategy |
| To make suggestions and recommendations to you about goods or services that may be of interest to you                     | (a) Identity<br>(b) Contact details<br>(c) Technical<br>(d) Usage<br>(e) Profile                                     | Necessary for our legitimate interests to develop our products/services and grow our business                                                                                                          |

### Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal basis of processing.

Please contact us if you have any queries about this.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

## 5. Your legal rights

You have the right to ask for a copy of the information that we have about you (Subject Access Request) and you can ask us to correct any incorrect data we have about you too. You can also:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.

- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.
- Right to ask us to stop contacting you with direct marketing.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a small fee if your request is clearly unfounded, repetitive or excessive. We try to respond to all legitimate requests within one month. Occasionally it may take us longer if your request is particularly complex or you have made a number of requests; in this case, we will notify you and keep you updated.

Alternatively, we may refuse to comply with your request in these circumstances.

If you wish to exercise any of the rights set out above, please email us at [wycb-wak.conexus@nhs.net](mailto:wycb-wak.conexus@nhs.net) or write to us at:

IG Lead, Conexus Healthcare CIC, C/O Sandal Castle Medical Centre, Asdale Road, Wakefield WF2 7JE

You can read more about your legal rights at: [A guide to individual rights | ICO](#)

If you have any questions about or wish to request to view our Data Protection Impact Assessments (DPIAs), please email us at: [wycb-wak.conexuscontact@nhs.net](mailto:wycb-wak.conexuscontact@nhs.net)

## **6. How long we keep your personal data**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements. Details of retention periods are available in the Records Management Code of Practice <https://digital.nhs.uk/data-and-information/information-governance/guidance/records-management-code-of-practice>.

## **7. Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, accessed, altered or disclosed in an unauthorised way. We limit access to your personal data to those who have a genuine business need to know it, and we have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## **8. International transfers**

Some of our third-party service providers may process your personal data outside the UK. Where this happens, we ensure a similar degree of protection by using transfer mechanisms approved under UK data protection law, such as the UK International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses.

## **9. Making a complaint about how we use your personal data**

If you are unhappy with the way we have handled your personal data, you have the right to make a complaint to us. We take all data protection complaints seriously and have a process in place to deal with them. You can make a complaint by emailing us at [wyicb-wak.conexuscontact@nhs.net](mailto:wyicb-wak.conexuscontact@nhs.net), or writing to us at the postal address set out in the 'About us' section above. To help us deal with your complaint efficiently, please include your name and contact details, a description of your concern, and any relevant dates or reference numbers.

When we receive your complaint, we will acknowledge it within 30 days. We will then investigate your concerns, take appropriate steps to address them, and inform you of the outcome of your complaint without undue delay.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator, although we would encourage you to contact us first so that we have the opportunity to put things right. You can contact the ICO at [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint), by calling 0303 123 1113, or by writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

## **10. Third party links**

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you.

We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

## **11. Cookies**

When you first visit our website, you will be asked to consent to our use of non-essential cookies via our cookie banner. You can change your preferences at any time. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

For more information about the cookies we use, please see our Cookies Policy.

## **12. Changes to the privacy notice**

We may change this privacy notice from time to time. Any changes we make to this privacy notice will be posted on this page and, where appropriate, notified to you by post or email. Please check back frequently to see any updates or changes to this privacy notice.

*Updated June 2026*