

Privacy Policy

This privacy policy sets out how OHDA uses and protects any information that you give to us when you use the websites, applications, tools, platforms and systems belonging to OHDA and its affiliated companies and business partners on or through which our services are made available to you.

We are committed to treating your personal information responsibly and ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to familiarise yourself with any changes.

What we collect

We may store the following information:

- Name, address and gender
- Your telephone number
- Your email address
- Demographic information such as postcode, preferences and interests
- Information relevant to training and education
- Other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping for your own sake, as a support to your health status.
- We may use the information to improve our products and services.
- To communicate your health information to relevant health care providers treating you.
- To communicate to you the health information of others you are authorised to act on behalf of.
- To pay for prescription refills or medical bills.
- To send you requested product or service information.
- To administer your account.
- To send you newsletters, text messages or email communication, or to respond to your questions and concerns or customer service requests.
- To conduct internal quality improvement or business analysis.

Private Medical Records

OHDA allows members to upload to our system private medical records. These are held in secure servers in accordance with our Terms & Conditions (see ohda.com). The information which a user chooses to upload is not accessible by any third party, except as provided in those Terms & Condition.

Security

We are 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 operational procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. The file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website or making course bookings.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. If OHDA is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a

prominent notice on our Website of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information. . If you have given us permission to do so, we may also use your personal information to send you promotional information about third parties which may be of interest to you.

If you believe that any information we are holding on you is incorrect or incomplete, please write or email us as soon as possible. We will promptly correct any information found to be incorrect.

You may choose to restrict the collection or use of your personal information by emailing us at service@ohda.com.

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at service@ohda.com.

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