

Thermetrix Business Relationship Privacy Policy

Our contact details

Name: Thermetrix Limited

Address: Ty Menter, Navigation Park, Suite F12, Abercynon, CF45 4SN, Wales/UK.

Company number: We are a company registered in England and Wales under company number 10053017

Phone Number: +44 (0)1443 805 769

E-mail: info@podium.care

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

These include;

- First name
- Surname
- Email address
- Location
- Details of your HCPC registration (the Health and Care Professions Council)
- Qualifications

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For beginning and managing your relationship with Thermetrix
- For managing your relationship with Thermetrix

We also receive personal information indirectly, from the following sources in the following scenarios:

- OSGO - The podiatry membership organisation, specifically the podsixfeet search database.

We use the information that you have given us in order to;

- To communicate with you about Podiatry products and services
- For the development of Podiatry products and services
- Enable payment for products and services

- For the service and support of Podiatry products and services
- For creating and managing your account on the 'Podium' system.
- To deal with any disputes we may have
- To record any requests for deletion of your personal data you might request.

We may share this information with;

- Our business advisors
- Law enforcement
- Relevant Regulators
- The developer of the Podium system.

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 info@podium.care or calling 01443 805769

(b) We have a legitimate interest.

We'll use the lawful basis of Consent to ask you for case studies, references and testimonials.

We use the lawful basis of Legitimate Interest for our relationship with you.

How we store your personal information

We store your information only as long as we need too.

Your information is securely stored

- On our CRM who's data base is in the EEA
- On our email providers servers who's servers are in the UK.
- On the Podium system who's data base is in the EEA

We keep your information for as long as you are a client of ours plus 3 months. We will then dispose your information by deleting your information in our CRM and the Podium system. Your Podium account and your record in the CRM will be deleted. This is non-reversible as it will erase your information in all backups.

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 Thermetrix, Ty Menter, Navigation Park, Suite F12, Abercynon, CF45 4SN, Wales/UK. By telephone at +44 (0)1443 805 769 and email info@podium.care 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 Ty Menter, Navigation Park Suite F12, Abercynon, CF45 4SN, Wales / United Kingdom. You can also contact us on +44 (0)1443 805 769

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>