

# Privacy Policy

Engreco Group Ltd (Trading under Engreco Healthcare)

Last updated: 2 July 2025

## 1. Who are we?

Engreco Healthcare (“we”, “our”, or “us”) is committed to protecting your privacy and handling your personal data responsibly. This Privacy Policy explains how we collect, use, store, and protect your data when you visit our website, contact us, or use our services.

### Data Controller:

#### Engreco Healthcare

📍 Unit 3, The Stanbridge Buildings, Stanbridge Road, Leighton Buzzard, Bedfordshire, LU7 4QQ, United Kingdom

✉ Email: [info@engreco.co.uk](mailto:info@engreco.co.uk)

☎ Tel: +44 7568 338611

🌐 [www.engreco.co.uk](http://www.engreco.co.uk)

We are registered with the **Information Commissioner’s Office (ICO)** under the **UK GDPR** and the **Data Protection Act 2018**.

## 2. What data do we collect?

We may collect and process the following types of personal data:

- **Contact information** – name, email address, telephone number
- **Health or clinical data** – where voluntarily submitted by you (i.e. as part of an enquiry or referral)
- **Technical data** – IP address, browser type, device information
- **Usage data** – pages visited, interactions, referral source
- **Marketing preferences** – if you opt-in to receive updates or newsletters.

## 3. How we collect your data?

We collect your data when you:

- Use our contact form or book an appointment
- Register for updates, newsletters, or services
- Interact with our website or online platforms
- Provide information during consultations, referrals, or enquiries
- Apply for jobs or send us CVs (employment purposes).

## 4. Why we process your data?

We only process your personal data when we have a legal basis to do so:

## **Purpose of Processing**

Responding to enquiries  
Providing healthcare services  
Communicating with patients or professionals  
Website analytics and performance monitoring  
Managing appointments or referrals  
Fulfilling legal and regulatory obligations

## **Legal Basis**

Consent / Legitimate Interest  
Contract / Legal Obligation  
Consent / Legitimate Interest  
Consent  
Contract  
Legal Obligation

If you have provided explicit consent, you may withdraw it at any time by contacting us.

## **5. Sharing your data**

We only share your data with trusted third parties where necessary and lawful, including:

- Referring to dentists, surgeons, or healthcare professionals (with consent)
- Technical providers (i.e. hosting, email platforms)
- Payment or invoicing processors
- Regulatory or legal authorities (where required by law).

All third-party service providers are bound by strict confidentiality and data protection agreements.

## **6. Data security**

We apply robust physical, digital, and organisational security measures to protect your personal data, including:

- SSL encryption on our website
- Secure systems for storing health and contact data
- Staff training and access controls
- Regular audits and compliance reviews.

## **7. Cookies & website analytics**

Our website uses cookies to:

- Ensure core functionality
- Remember your preferences
- Analyse anonymous usage patterns via tools like Google Analytics.

We only use non-essential cookies with your consent. You can manage your preferences at any time via our Cookie Policy.

## **8. Data retention**

We retain your data only as long as necessary for the purposes for which it was collected or as required by law:

- **Enquiry or contact data:** up to 12 months

- **Health/clinical records:** retained according to healthcare regulation (i.e. GDC regulations)
- **Analytics or usage data:** typically anonymised and kept for up to 26 months
- **Employment applications:** up to 6 months unless consent is given for longer.

## 9. Your rights

Under the UK GDPR, you have the right to:

- **Be informed** about how your data is used
- **Access** the personal data we hold about you
- **Rectify** inaccurate or incomplete data
- **Request erasure** (“right to be forgotten”)
- **Restrict or object** to certain types of processing
- **Data portability** – move your data to another provider
- **Withdraw consent** at any time.

To exercise any of your rights, please email us at **info@engreco.co.uk**. We may request ID to verify your identity.

## 10. Complaints

If you are unhappy with how we handle your data, please contact us first so we can resolve the issue.

You also have the right to lodge a complaint with the **Information Commissioner’s Office (ICO)**:

📍 Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, UK

🌐 [www.ico.org.uk](http://www.ico.org.uk)

☎ Tel: +44303 123 1113

## 11. Updates to this policy

We may update this Privacy Policy from time to time to reflect changes in the law, best practice, or our business operations. The latest version will always be available on our website.

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**If you have any questions about this policy or how we handle your personal data, please don’t hesitate to contact us.**