

**iWGC PRIVACY NOTICE UNDER 18s
(FOR RATINGS AND REVIEWS ON THE PUBLIC WEBSITE)**

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1. INTRODUCTION

Hello, we are iWGC Limited and we are responsible for this website. Thank you for visiting and for reading our privacy notice.

If you do not understand anything within this Privacy Notice, please ask a parent or guardian for help.

When you use our website, we may collect some pieces of information about you. This notice is important as it explains what kind of information we collect and what we do with it.

It also explains your rights to find out what information we hold about you, check it is all correct and ask us to delete it. You can find out more about your rights in section 6.

This privacy notice is for:

- Patients and members of the public who are under 18 years old who provide us with a rating, review or feedback for our website: www.iwantgreatcare.org
- Carers under 18 years old of any patient who provides us with a rating, review or feedback for our website: www.iwantgreatcare.org

This privacy notice does not apply to:

- Clinicians who are rated or reviewed on our public website;
- Patients and members of the public over 18 years old who provide us with a rating, review or feedback for our public website or require to be connected or a healthcare professional or provider;
- Parents and guardians of any patient or member of the public who provides us with a rating, review or feedback for our public website;

- Family members of any patient or member of the public who provides us with a rating, review or feedback for our public website;
- Our current or former employees' or workers' personal data or personal data of job applicants; or
- Personal data of our suppliers (if they are individuals) or of individual contacts at organisations who are our customers, suppliers or prospects.

2. HOW WE COLLECT YOUR INFORMATION AND WHAT WE DO WITH IT

We collect some information about you when you, or someone acting on your behalf, gives us a rating, review or feedback on the care you've been given. We do this so that we can check the review is genuine and make sure our website is as helpful as possible to others.

The sort of information we collect and how we use this information is listed in the table below.

TYPE OF PERSONAL DATA	HOW WE USE THAT DATA	THE LAWFUL BASIS FOR OUR PROCESSING THAT DATA
Patients and anyone else under 18 years old who provides a review, rating or feedback to iWGC		
Your IP address	To check your identity	<p>Our legitimate interests in ensuring that reviews, ratings and reviews are not spurious</p> <p>The legitimate interests of the public in having access to reliable information about clinicians, other healthcare professionals, hospitals, clinics, GPs' practices, dentists' practices pharmacies, hospices, nursing homes, other healthcare providers, medicines, treatments and wheelchair providers</p> <p>The legitimate interests of clinicians, other healthcare professionals, hospitals, clinics, GPs' practices, dentists' practices pharmacies, hospices,</p>

	To collect ratings, reviews and feedback electronically	<p>nursing homes, other healthcare providers, and wheelchair providers in the public having access to reliable information</p> <p>Our legitimate interests in publishing reviews, ratings and feedback</p> <p>The legitimate interests of the public in having access to reliable information about clinicians, other healthcare professionals, hospitals, clinics, GPs' practices, dentists' practices pharmacies, hospices, nursing homes, other healthcare providers, medicines, treatments and wheelchair providers</p> <p>The legitimate interests of clinicians, other healthcare professionals, hospitals, clinics, GPs' practices, dentists' practices pharmacies, hospices, nursing homes, other healthcare providers, and wheelchair providers in the public having access to reliable information</p>
Your age	To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose	<p>Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties</p> <p>The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results</p>
Your gender	To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose	<p>Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties</p> <p>The legitimate interests of the public and organisations in</p>

		the healthcare and pharmaceutical sectors in having access to those results
The hospital, ward, clinic, GPs' practice, dentists' practice pharmacy, hospice, or nursing home attended	To publish information about hospitals, wards, clinics, GPs' practices, dentists' practices pharmacies, hospices and nursing homes	<p>Our legitimate interests in publishing reviews, ratings and feedback</p> <p>The legitimate interests of the public in having access to information about hospitals, wards, clinics, GPs' practices, dentists' practices, pharmacies, hospices, and nursing homes</p> <p>The legitimate interests of clinicians, other healthcare professionals, hospitals, clinics, GPs' practices, dentists' practices pharmacies, hospices, nursing homes, other healthcare providers, and wheelchair providers in the public having access to information</p>
Other information provided about you in any review or feedback you have provided	To publish information about clinicians, healthcare providers and pharmaceuticals	<p>Our legitimate interests in publishing reviews, ratings and feedback</p> <p>The legitimate interests of the public in having access to information about clinicians, other healthcare professionals, hospitals, clinics, GPs' practices, dentists' practices pharmacies, hospices, nursing homes, other healthcare providers, medicines, treatments and wheelchair providers</p> <p>The legitimate interests of clinicians, other healthcare professionals, hospitals, clinics, GPs' practices, dentists' practices pharmacies, hospices, nursing homes, other healthcare providers, and wheelchair providers in the public having access to information</p>

		pharmacies, hospices, nursing homes, other healthcare providers, medicines, treatments and wheelchair providers in the public having access to information
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Criminal convictions and offences: We do not collect any data about criminal convictions and offences.

Combined Data: We collect, use and share combined data such as demographic data for any purpose, including research and data analysis.

Combined Data may be derived from your personal data but is not personal data because it does not identify you.

There are some special types of information that we also collect to help us improve our services, but these details are never used to find out who you are. They include:

TYPE OF SPECIAL CATEGORY OF PERSONAL DATA	HOW WE USE THAT DATA	THE LAWFUL BASIS AND JUSTIFICATION FOR OUR PROCESSING THAT DATA
Your ethnic background	To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose	Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results
Your sexuality	To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose	Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results
Your health conditions	To carry out research or statistical analysis, but we will always	Our legitimate interests in carrying out research and statistical analysis and making

	<p>anonymise your data when we use it for that purpose</p>	<p>the results (aggregated data) available to third parties</p> <p>The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results</p> <p>Your explicit consent, should we wish to use the data in any form which is not anonymised</p>
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We also collect some technical information about the device you're using (like your mobile phone, tablet or laptop) and where you are when you visit our website. We do this by using something called 'cookies' to find out how many people are using our website and which parts they are looking at. This information is never used to find out who you are. Please read our cookie notice to find out more.

3. GIVING US PERMISSION TO COLLECT YOUR INFORMATION

When you leave a review, we point you to this Privacy Notice which explains what we do with your information. By leaving a review you are accepting our terms and conditions.

We will usually only use your information for the reason we first collected it. If we would like to use it for a different reason, we will contact you to explain how and why we would like to use it and ask for your permission again.

Sometimes, we might need to share your information with others, but if this is for a different reason than you have already agreed to, they will contact you to ask for your permission.

You always have the right to say no, or to change your mind if you have already given us permission.

4. TAKING CARE OF YOUR INFORMATION

We take good care of your information and make sure that it can't be accidentally lost, used or accessed in the wrong way, changed or shared.

We only let people see your information who really need to. They follow our instructions carefully and are expected to treat your information with care.

If we think that any of your information has been shared in the wrong way, we will tell you about it as quickly as possible and also contact the Information Commissioner's Office, which we have to do by law.

5. HOW LONG WE KEEP YOUR INFORMATION

We will keep your information for the shortest time possible. We always think about the type of information we have collected and any risk to keeping it before deciding how long to keep it for.

If we have information that can't be used to find out who you are, we can keep this for as long as we feel is needed.

To find out more, you can ask to see a copy of our 'data retention policy' by emailing our Data Protection Officer at dpo@iwantgreatcare.org.

You can also ask us to delete your information in some cases. Please see section 6: Your Rights.

6. YOUR RIGHTS

In certain circumstances you have the right to:

- Ask if we are keeping and using any of your information, and to see all the information we have collected about you
- Ask us to update any information we have about you that isn't correct
- Ask us to delete all of your information
- Ask us to stop using your information temporarily, or completely
- Ask us not to use your information to advertise our services to you
- Change your mind about letting us use your information
- Ask us to pass the information we have collected about you to someone else

If you would like to do any of this, please email our Data Protection Officer at dpo@iwantgreatcare.org.

We'll try to answer your request within a month, but it may take us a little longer at times. Normally you won't have to pay to see your information.

7. YOU DO NOT HAVE TO PROVIDE US WITH YOUR PERSONAL DATA

You do not have to give us any data. If you do not give us data which we need to provide a service or to verify your identity, then we may not be able to provide that service to you or help you to exercise your rights.

8. LINKS TO OTHER WEBSITES

Our website may include links to other websites and applications. Clicking on those links may let other organisations collect or share information about you.

We don't control those websites and we're not responsible for their privacy policies or statements. If you visit another website, please make sure you check its Privacy Notice or statement to find out how it uses your information.

9. COMPLAINTS AND ENQUIRIES

We take all complaints very seriously. If you think we have collected or are using your information in the wrong way, please let us know straightaway.

This Privacy Notice only gives a summary of how we collect and use of your information. Please contact us if you would like to know more.

You can email our Data Protection Officer at dpo@iwantgreatcare.org, or write to them at Suite 16, Cromwell Business Centre, Fairfax House, Cromwell Park, Banbury Road, Chipping Norton, OX7 5SR.

You also have the right to make a complaint about the way we have used your information to the UK Information Commissioner's Office (the ICO) at The Information Commissioner's Office, Wycliffe

House, Water Lane, Wilmslow, Cheshire SK9 5AF or www.ico.org.uk. Or, if you are in the European Union, you can make a complaint to the people responsible for information security in your country.

Please give us a chance to get back to you about your complaint before you contact the ICO or any other data protection authority.

10. CHANGES TO THIS PRIVACY NOTICE AND YOUR INFORMATION

We keep this Privacy Notice under review. It was last updated on July 2022

It is important that your information is correct and up to date. Please let us know if your information changes.