

# Livia Medical and Legal Services Limited

## Privacy Policy



### **Our contact details**

Name: Livia Medical and Legal Services Limited

E-mail: [livia@liviасervices.co.uk](mailto:livia@liviасervices.co.uk)

### **The type of personal information we collect**

The data we collect is dependent on the visitors' use of Livia's website. We may collect and process the following information:

- Name and role title
- Contact details
- Demographic details e.g. postcode
- Website user stats
- Other information related to Livia's services

### **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:

- Provision and ongoing management of your access to Livia's Digital Platform;
- Supplying Livia's services to you including when entering into a Service Provision Contract with you, where applicable;
- Personalising Livia's services for you;
- Replying to communications you send to Livia e.g. via emails;
- Sending emails to you that you have opted into (you may unsubscribe or opt-out at any time);
- Promotion of Livia's Services to you

We use the information that you have given us to provide Livia's services to you.

Livia may be legally required, in certain circumstances, to share certain data held by Livia, which may include your personal data. E.g. legal proceedings, where Livia is involved and / or complying with legal obligations, a court order, or a governmental authority.

Under the UK General Data Protection Regulation (UK 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 [livia@liviасervices.co.uk](mailto:livia@liviасervices.co.uk)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.

### **How we store your personal information**

Your information is processed, managed and securely stored, for no longer than is necessary in light of the reason(s) for which it was first collected.

Livia complies with their obligations and always safeguards your rights under GDPR.

When required, Livia disposes of your information by permanently deleting it, from their electronic files and Digital Platform their use.

## **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 [livia@liviaseservices.co.uk](mailto:livia@liviaseservices.co.uk) 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 [livia@liviaseservices.co.uk](mailto:livia@liviaseservices.co.uk).

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>