

Clinical Outcomes Solutions

Privacy Notice

How your personal information is used by Clinical Outcomes Solutions (COS)?

Your information will be held by COS. More information on COS can be found at <http://www.clinoutsolutions.com/>

This privacy notice is to let you know how COS promises to look after your personal information. This includes what you tell us about yourself, what we learn by having you as an asset, and the choices you give us about what marketing you want us to send you.

This notice explains how we do this and tells you about your privacy rights and how the law protects you.

Our Privacy Promise

We promise:

- To keep your data safe and private.
- Not to sell your data.
- To give you ways to manage and review your marketing choices at any time.

Who we are?

More information on COS can be found at <http://www.clinoutsolutions.com/>

If you have any questions or want more details about how we use your personal information, you can ask us by writing to us at:

Personal Data Enquiries
Clinical Outcomes Solutions
Unit 68, Basepoint
Shearway Road
Shearway Business Park
Folkestone
Kent,
UK CT19 4RH

How the law protects you?

As well as our Privacy Promise, your privacy is protected by law. This section explains how that works.

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing it outside our organisation.

The law says we must have one or more of these reasons:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest, or
- When you consent to it.
- A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

Here is a list of all the ways that we may use your personal information, and which of the reasons we rely on to do so. This is also where we tell you what our legitimate interests are.

What we use your personal data for	Our reasons	Our legitimate interests
<ul style="list-style-type: none"> • To manage our relationship with you or your business. • To develop and carry out marketing activities. • To provide advice or guidance about our products and services. 	<ul style="list-style-type: none"> • Your consent. • Our legitimate interests. • Our legal duty. 	<ul style="list-style-type: none"> • Keeping our records up to date, working out which of our products and services may interest you and telling you about them. • Seeking your consent when we need it to contact you. • Being efficient about how we fulfil our legal duties.
<ul style="list-style-type: none"> • To respond to complaints and seek to resolve them. 	<ul style="list-style-type: none"> • Our legitimate interests. • Our legal duty. 	<ul style="list-style-type: none"> • Complying with regulations that apply to us. • Being efficient about how we fulfil our legal and contractual duties.

Groups of Personal Information

We use many different kinds of personal information, and group them together like this.

Type of personal information	Description
Contact	Where you work and how to contact you. Name, company or organisation, work and/or personal email address/es and postal address.
Contractual	Details about the services we provide to you.
Locational	Data we get about where you are, such as may come from your mobile phone, the address where you connect a computer to the internet.
Technical	Details on the devices and technology you use.
Communications	What we learn about you from letters, emails, and conversations between us.
Open Data and Public Records	Information about you that is openly available on the internet.
Usage Data	Other data about how you use our products and services.
Consents	Any permissions, consents, or preferences that you give us. This includes things like how you want us to contact you.

Where we collect personal information from?

We may collect personal information about you (or your business) and from these sources:

Data you give to us:

- When you talk to us on the phone
- When you use our website
- When you contact us or a representative of our firm, via LinkedIn
- In emails, letters, contracts or work orders

Who we share your personal information with?

We do not share your data with any third-party companies or agencies for marketing purposes. We may share your personal information with other organisations or third-party providers to provide you with the service you have chosen or to fulfil our contractual obligations.

We may share your personal information if the make-up of COS changes in the future:

- We may choose to sell, transfer, or merge parts of our business, or our assets.
- Or we may seek to acquire other businesses or merge with them.

During any such process, we may share your data with other parties. We'll only do this if they agree to keep your data safe and private.

If the change to our Company happens, then other parties may use your data in the same way as set out in this notice.

If you choose not to give personal information:

We may need to collect personal information by law, or under the terms of a contract we have with you.

If you choose not to give us this personal information, it may delay or prevent us from providing a service.

Marketing

We may use your personal information to tell you about relevant services. This is what we mean when we talk about 'marketing'.

The personal information we have for you is made up of what you tell us, and data we collect when you engage with us either directly or via LinkedIn, or from third parties we work with.

We can only use your personal information to send you marketing messages if we have either your consent or a 'legitimate interest'. That is when we have a business or commercial reason to use your information. It must not unfairly go against what is right and best for you.

You can ask us to stop sending you marketing messages by contacting us at any time.

We will ask you to confirm or update your choices if there are changes in the law, regulation, or the structure of our business. If you change your mind you can update your choices at any time by contacting us.

How long we keep your personal information?

After you stop requiring our services, we will keep your personal information for no longer than 7 years. to maintain records according to rules that apply to us. We may keep your data for longer than 5 years if we cannot delete it for legal, regulatory or technical reasons.

We may also keep it for research or statistical purposes. If we do, we will make sure that your privacy is protected and only use it for those purposes.

How to get a copy of your personal information?

You can access your personal information we hold by writing to us at this address:

Personal Data Enquiries
Clinical Outcomes Solutions
Unit 68, Basepoint
Shearway Road
Shearway Business Park
Folkestone
Kent,
UK CT19 4RH

Letting us know if your personal information is incorrect

You have the right to question any information we have about you that you think is wrong or incomplete. Please contact us if you want to do this.

If you do, we will take reasonable steps to check its accuracy and correct it.

What if you want us to stop using your personal information?

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

There may be legal or other official reasons why we need to keep or use your data, but please tell us if you think that we should not be using it. We may sometimes be able to restrict the use of your data. This means that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share your information in other ways while it is restricted.

You can ask us to restrict the use of your personal information if:

- It is not accurate.
- It has been used unlawfully but you don't want us to delete it.
- It not relevant any more, but you want us to keep it for use in legal claims.
- You have already asked us to stop using your data, but you are waiting for us to tell you if we are allowed to keep on using it.

If you want to object to how we use your data or ask us to delete it or restrict how we use it or please contact us by writing to:

Personal Data Enquiries
Clinical Outcomes Solutions
Unit 68, Basepoint
Shearway Road
Shearway Business Park
Folkestone
Kent,
UK CT19 4RH

How to withdraw your consent or make a complaint?

You can withdraw your consent at any time. Please contact us if you want to do so. Please let us know if you are unhappy with how we have used your personal information. You can contact us at the address above.

You also have the right to complain to the Information Commissioner's Office. Find out on their website how to [report a concern](#).

Cookies

To find out more about how we use cookies please see our cookie notice.