

Cookie Policy

This Cookie Policy was last updated on August 2nd, 2022.

1. Introduction

Our website, <https://visithealth.london> (hereinafter: “the website”) and our App (hereinafter together the “Platform”) uses cookies and other related technologies (for convenience all technologies are referred to as “cookies”). Cookies are also placed by third parties we have engaged. In the document below we inform you about the use of cookies on our Platform.

2. What are cookies?

A cookie is a small simple file that is sent along with pages of the Platform and stored by your browser on the hard drive of your computer or another electronic device including smartphone or tablet. The information stored therein may be returned to our servers or to the servers of the relevant third parties during a subsequent visit. Cookies allow us to distinguish you from other users, recognise you and your device, store information about your preferences or past actions and improve the content of the Platform according to your usage.

There are two categories of cookies: (a) ‘persistent cookies’ that remain on your computer or device until deleted manually or automatically; and (b) ‘session cookies’ which remain on your computer or device until you close your browser, when they are automatically deleted.

3. What are scripts?

A script is a piece of programme code that is used to make our Platform function properly and interactively. This code is executed on our server or on your device.

4. What is a web beacon?

A web beacon (or a pixel tag) is a small, invisible piece of text or image on a website that is used to monitor traffic on a website. In order to do this, various data about you is stored using web beacons.

5. Cookies

5.1. Strictly necessary cookies

Strictly necessary cookies are required for the operation of the Platform and without them the Platform can’t operate properly. These cookies let you move around the Platform and use essential features such as accessing secure areas of the Platform and identifying you as being

logged in. As these cookies are necessary for the correct functioning of our Platform, you are unable to control their use from within the cookies management tool.

5.2. Functional cookies

Functional cookies are used to recognise you and remember your user preferences when you return to our Platform. This enables us to personalise our content for you, greet you by name and remember your preferences.. By placing functional cookies, we make it easier for you to visit our Platform. This way, you do not need to repeatedly enter the same information when visiting our Platform and, for example, the items remain in your shopping cart until you have paid. If you do not add these cookies, then some of the additional functions on our Platform may not work properly.

5.3. Marketing/Tracking cookies

Marketing/Tracking cookies are cookies or any other form of local storage, used to create user profiles to display advertising or to track the user on our Platform or across several websites for similar marketing purposes including but not limited to the actual pages you visit and the links you have clicked or followed.

5.4. Analytical/Performance cookies

These allow us to recognise and count the number of visitors and to see how visitors move around our Platform when they are using it. This helps us to improve the way our Platform works, for example, by ensuring that users are finding what they are looking for easily. The data from these cookies doesn't allow us to identify you.

Some cookies may fulfil more than one of these purposes.

6. Placed cookies

WooCommerce – Functional

Stripe – Functional

Q Translate – Functional

Miscellaneous – Purpose pending investigation

7. Consent

Strictly necessary cookies do not require your consent. For functional, tracking and performance cookies, we request your consent before placing them on your device. When you visit our Platform for the first time, we will show you a pop-up with an explanation about cookies. As soon as you enable the respective cookies on the cookies management tool and click on “Save preferences”, you consent to us using the categories of cookies and plug-ins you selected in the pop-up, as described in this Cookie Policy. You can disable the use of cookies via your browser, but please note that our Platform may no longer work properly. You can withdraw any consent to

the use of cookies or manage any other cookie preferences from “Manage Consent”. It may be necessary to refresh the page for the updated settings to take effect.

8. Third Party Cookies

As well as our own cookies, we may engage third party providers to act on our behalf to ensure safe browsing, enrich user experience and track and analyse your usage of our Platform. These third parties collect, and share with us, usage information about visits to our Platform, measure and research the effectiveness of our advertisements, track page usage, help us target our recommendations and advertising, and track use of our recommendations and advertisements

Throughout our Platform we may also link to other websites owned and operated by certain trusted third parties to, for example, make additional products and services available to you. These other third-party websites may also use cookies or similar technologies in accordance with their own separate policies. For privacy information relating to these other third-party websites, please consult their policies as appropriate.

9. Your rights with respect to personal data

You have the following rights with respect to your personal data:

- You have the right to know why your personal data is needed, what will happen to it, and how long it will be retained for.
- Right of access: You have the right to access your personal data that is known to us.
- Right to rectification: you have the right to supplement, correct, have deleted or blocked your personal data whenever you wish.
- If you give us your consent to process your data, you have the right to revoke that consent and to have your personal data deleted.
- Right to transfer your data: you have the right to request all your personal data from the controller and transfer it in its entirety to another controller.
- Right to object: you may object to the processing of your data. We comply with this, unless there are justified grounds for processing.

To exercise these rights, please contact us. Please refer to the contact details at the bottom of this Cookie Policy. For more detailed information as to your rights and how to exercise them, please read our Privacy Policy at <https://visithealth.london/privacy-policy>). If you have a complaint about how we handle your data, we would like to hear from you, but you also have the right to submit a complaint to the supervisory authority (the Information Commissioner’s Office (ICO)).

10. Enabling/disabling and deleting cookies

You can use your internet browser to automatically or manually delete cookies. You can also specify that certain cookies may not be placed. Another option is to change the settings of your

internet browser so that you receive a message each time a cookie is placed. For more information about these options, please refer to the instructions in the Help section of your browser.

Please note that our Platform may not work properly if all cookies are disabled. If you do delete the cookies in your browser, they will be placed again after your consent when you visit our Platform again.

11. Contact details

For further information on cookies generally, including how to control and manage them, visit the guidance on cookies published by the UK Information Commissioner's Office, www.aboutcookies.org or www.allaboutcookies.org.

For questions and/or comments about our Cookie Policy and this statement, please contact us by using the following contact details:

Our contact details	
Address:	VisitHealth Limited, 1 Blythe Road, London, England, W14 0HG
Email address:	dpo@visithealth.co.uk
Telephone number:	+ 44 020 3795 5811

This Cookie Policy was synchronized with <https://cookiedatabase.org> on 26 October 2021