

Privacy Policy – Effective From 1st May 2022

This privacy policy sets out Flu Xpress Ltd.'s practices regarding collection, use, disclosure and storage of Personal Information (as defined below) that may be provided to us either directly or via our website.

This policy should be read in its entirety before information is submitted to Flu Xpress Ltd either directly or via our website.

Flu Xpress Ltd reviews this Privacy Policy regularly and reserves the right to make changes at any time to take account of changes in our business and legal requirements. The "Effective From" date above indicates when the policy was last reviewed.

Personal Information

Information collected by Flu Xpress Ltd may include names, business addresses, e-mail addresses and telephone numbers. Some of the information collected by Flu Xpress Ltd may relate to an identifiable person, eg the contact person in an organisation who requests a quotation or a workplace vaccination service from Flu Xpress Ltd (hereafter called Personal Information).

Processing of Personal Information

Flu Xpress Ltd will take all necessary steps to ensure that all Personal Information held by us is processed fairly and lawfully. We will take all necessary steps to implement and maintain this Privacy Policy. All Flu Xpress Ltd employees, sub-contractors and data processors that have access to Personal Information are contractually obliged to respect the confidentiality of all Personal Information collected.

Collection of Personal Information and purpose thereof

Flu Xpress Ltd collects and stores information about every company (including Personal Information that may relate to an identifiable person as specified above), that requests a quote or books a workplace service to enable efficient provision of the requested service. Flu Xpress Ltd uses information about its customers and their workplace service requirements and activity to provide or enhance the services available to customers; to communicate with customers about additional services they may find of value; to satisfy Flu Xpress Ltd legitimate business interests; to accomplish legitimate corporate billing, accounting, and HMRC functions; and to comply with all published Government regulations applicable to Flu Xpress Ltd.

Any Personal Information that Flu Xpress Ltd collects will be used solely for the purpose of providing our services and of communicating with customers about additional services they may find of value, and we will not store it for any longer period than is legally permissible and required for this purpose.

Any email communication sent by Flu Xpress Ltd to notify and inform customers about new or additional services will include an option to unsubscribe from future email communications sent for that purpose.

As a private medical services provider, Flu Xpress Ltd is further legally required to create and retain a confidential medical record for any individual who receives a workplace health intervention. Personal Information and all additional data contained in the medical record are subject to **additional and enhanced** safeguarding under the terms of The Private and Voluntary Health Care (England) Regulations 2001, Schedule 3.

Third parties

As Flu Xpress Ltd collects and uses information about our customers, we may contract with vendors (sub-contractors) to assist us in processing that information for those purposes listed in the previous paragraph. In addition, we may ask our sub-contractors to process information, for those purposes, on our behalf. All Flu

Xpress Ltd sub-contractors are contractually required to maintain the confidentiality of the information and are restricted from using the information for any other purpose.

Flu Xpress Ltd monitors on an ongoing basis compliance with the provisions of the applicable legislation and regulations by third party processors, such as suppliers and sub-contractors, of Personal Information held by us.

Access, correction and “right to be forgotten”

Customers of Flu Xpress Ltd can find out which Personal Information is held by contacting us by email or in writing. Flu Xpress Ltd will acknowledge/comply with any such request within 4 weeks. Should we be prevented from disclosing your personal information we will give reasons for any such refusal. To keep Personal Information accurate, current, and complete, customers should inform Flu Xpress Ltd about any incorrect information and we undertake to update or correct Personal Information in our possession whenever informed. Flu Xpress Ltd both acknowledges and respects the “right to be forgotten” and will comply with any written (including written email) request for deletion of Personal Information within the provisions of all published Government regulations applicable to Flu Xpress Ltd.

Cookies

A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Flu Xpress Ltd uses traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Security

Flu Xpress Ltd takes all steps reasonably possible to protect Personal Information as collected by Flu Xpress Ltd either directly or via our website and to protect such Personal Information from loss, misuse, and unauthorised access, disclosure, alteration, or destruction. It should be borne in mind that internet transmission is not 100% secure or error-free. In particular, e-mail sent to or from any website may not be secure, and customers should take special care in deciding what information you send to Flu Xpress via e-mail.

Links to other websites

The Flu Xpress Ltd website may contain links or references to other websites as a convenience to the user. Customers should be aware that Flu Xpress Ltd is not responsible for the privacy practices or the content of such other websites and this Privacy Policy does not apply to those websites. Flu Xpress Ltd recommends that customers read the specific privacy policy of every web site they visit.

It should however be noted that internet transmission can never be 100% secure, error- or risk-free. In particular, email sent to or from any website and/or to or from any individual email account may not be secure. Flu Xpress Ltd customers are encouraged to take special care when deciding what information is sent to us via either email or our website, are reminded that computer viruses may be transmitted or downloaded via **any** email or internet communication either way, and that Flu Xpress Ltd customers have a shared responsibility to take any local action necessary to prevent computer viruses being transmitted in this way.