IV PRO Privacy Policy

External Privacy Notice
IV PRO and its associated group of companies are committed to protecting the privacy and security of the personal data of our website visitors and clients we deal with in the course of our business operations and the provision of our services. This Privacy Notice explains who we are, how we collect, share, and use your personal data, and how you can exercise your data protection rights.

Our name and contact details
REVIV Technology Ltd, 8 King Street, Knutsford, England, WA16 6DL and our data protection officer’s email address is dpo@reviv.com.

What we do

IV Pro provides for business solutions for healthcare professionals and entrepreneurs to safely provide IV therapy under their own brand, with full IV drip therapy personalization capabilities.

Processing your personal data
We process and manage your personal data according to the relationship we have with you. This relationship helps us to identify the appropriate data subject category you belong to (or group of individuals whose data we process in an identical manner) and allows us to provide you the details of how we process your personal data.

We interact with you in one of more of the following ways:
- As a website visitor
- As a potential customer

As a website visitor

We collect, store, and use your personal data to make our website more intuitive and easier to use and protect the security and effective functioning of our websites on the basis of our legitimate interest.

It is necessary for our legitimate interests to monitor how our website is used to help us (a) improve the layout and information available on our website and provide a better service to our website users and (b) monitor how our website is used to detect and prevent fraud, other crimes, and the misuse of our website.

Data Collected
IP address, device used, location and visitor activity.

Source
Directly from yourself.

Recipients
We share your data with our website analytics providers.

Store and process
United Kingdom, EU, and the USA.

Retention
We keep your data for one (1) year.

Safeguards
Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:
- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.
We have put in place security measures to prevent your personal information from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. We limit access to your personal information to authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. Details of these measures may be obtained from dpo@revivme.com

As a potential customer
We collect, store, and use your personal data to respond to requests for general information or confirm appointment bookings on the basis of contract and our legitimate interest. If you fail to provide certain information when requested, we may not be able to perform the contract for services we are about to or have entered into with you. It is necessary for our legitimate interests to process your personal data to manage your appointment. Where your appointment is made through one of our websites, please also see how we process your data as a website visitor.

Data Collected
Name, email address, phone number and any accompanying information you provide us.

Source
Directly from yourself.

Recipients
We share your data with our website analytics providers.

Store and process
Globally, depending on the clinic you have chosen.

Retention
We keep your data for three (3) years.

Safeguards
Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:
• We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
• Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

We have put in place security measures to prevent your personal information from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. We limit access to your personal information to authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. Details of these measures may be obtained from dpo@revivme.com

Your data - May, in certain circumstances be provided to other third parties such as regulatory or law enforcement bodies, but only in compliance with the law and where strictly necessary.

Automated decision-making and profiling
You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, including profiling, unless you have given us your consent to do so, or it is necessary for entering into or the performance of a contract.

Your rights

Access – you have the right to ask us for copies of your personal data. This right always applies. There are some exemptions, which means you may not always receive all the personal data we process.
Rectification - you have the right to ask us to rectify any of your personal data that you think is inaccurate or incomplete. This right always applies.
Erasure - you have the right to ask us to erase your personal data where it is no longer required for purpose for which it was collected, or you withdraw your prior consent to us processing it and we have no other legal ground for processing it, or it is being processed unlawfully, or when it must be erased to comply with a legal obligation, or it is being used for direct marketing purposes where we have no legitimate grounds for us doing so.
Restriction - you have the right to ask us to restrict the processing of your personal data where it is inaccurate (allowing us to verify the accuracy), or it is being processed unlawfully (and you want us to stop processing rather than erasing it), or where you have objected to us processing it while we’re verifying whether we have legitimate grounds for processing, or it is no longer required for purpose for which it was collected and you want us to keep it for the establishment, exercise or defence of legal claims.

Portability - this only applies to personal data you have given us. You have the right to ask us to transfer the information you provided us from one organisation to another or give it to you. This only applies if we are processing personal data based on your consent or as part of a contract, or in talks with you about entering into a contract and the processing is automated.

Objection - you have the right to object to processing your personal data if we are using legitimate interests as our lawful basis for processing, or it is being used for direct marketing.

Withdrawing consent – you can withdraw your consent that you have previously given to us for one or more specified purposes to process your personal data. This will not affect the lawfulness of any processing carried out before you withdraw your consent. It may mean we are not able to provide certain products or services to you and we will advise you if this is the case.

You have the right to complain to a Supervisory Authority, in the UK that is the Information Commissioner’s Office.

Breaches
We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Dealing with your requests
We will deal with your requests as soon as possible but may take up to 1 month (possibly extended to 3 months where the law permits). Normally there is no charge, however we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive or we could refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that your personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Note
This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time but if we do so, we will provide you with an updated copy of this notice as soon as reasonably practical.