

Privacy Policy

General

Your privacy is important to lifepsychol.com (which is maintained by Innervate Limited). Our privacy architecture is patient-centred: after first registering, the patient is the only person who can access his or her records, and then grants access to others. This policy explains our on line information practices regarding the collection of information from this web site that can personally identify you and/or your organisation, and the choices you can make about the way your information is collected and used. Lifepsychol.com respects your privacy choices. If you give us personal information, we will treat it in accordance with this policy. This policy only covers the web site (lifepsychol.com the 'Site'). We encourage you to read this privacy policy. By giving your personal information you agree that we may collect and use such information in accordance with the terms and conditions of this policy. Please do not submit any information if you are less than 18 years old unless you have the consent of your parent or guardian. If you do not agree to this policy, please do not access and use this Site.

Principles

1. Your privacy matters – We recognise your right to confidentiality and only collect personal information, such as your name, mobile telephone or e-mail address, when you submit it to us voluntarily. We will not provide this information to any third party.
2. We protect your information – We take every precaution to safeguard your information, including the use of Secure Sockets Layer (SSL) technology to protect your data (e.g., your email address) before it is transmitted from your computer to our Site.
3. You receive only what interests you -- With your permission we will collect your email address to send you information about our Site. You will always have the possibility to opt-out.

Purposes for which your personal data will be processed are as follows:

- To send you your registration details when you first register and if you lose your password.
- To reply to specific questions that you raise with the site team.
- To remind you to update your profile if requested by you
- To inform you of site updates & information

Statement

To learn more about our privacy policy, please select a topic below:

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- [Security policy](#)
- [Links to other sites](#)
- [Opt-out](#)
- [Changes to the Privacy Policy](#)

Information we collect and how we collect it

(a) Personal Information

Lifepsychol.com collects personally identifiable data, such as your name, mailing address, or e-mail address, only when you voluntarily submit it to us. We collect this information when you become a Site member or when you change your user preferences in “Edit Profile.”

(b) Quality of Life data: lifepsychol.com enables patients to track quality of life changes that occur whilst the patient is living with a long term of life threatening illness. The types of data registered users may add to their profiles ("Profile Data") include:

Condition/disease information, including diagnosis date,

This personal data is only available to the registered user’s healthcare professional if the user has consented to sharing the data when they registered with Lifepsychol.com.

(c) Anonymised data

By filling out your Profile Data you are adding your health information to our database which may be used in research. For example, we may look at scientific questions such as, "How does a certain treatment of therapy change quality of life?" At Lifepsychol and in conjunction with external researchers, we’re interested in better understanding the experience of living with chronic conditions and improving treatment options and health outcomes for everyone. Furthermore, we may provide our partners with anonymized data (which may or may not be aggregated) for research and commercial purposes

(d) Session Information

We track the total number of visitors to our Site, the number of visitors to different pages of the Site, the domain names of Site users' Internet service providers, and other information related to the performance and behaviour of a given Site visit.

(e) Cookies

A cookie is a text-only string of information that a website transfers to the cookie file of the browser on your computer's hard disk so that the website can remember who you are. A cookie will typically contain the name of the domain from which the cookie has come, the "lifetime" of the cookie, and a value, usually a randomly generated unique number.

As a convenience, we offer an automatic login (“Remember My Username and Password”) feature for Site members. If you select this option, our system stores your information in a file (called a “cookie”) on your computer so you don’t have to type in your username and password every time you visit. You can always choose to turn this option off whenever you log out of our Site.

When you visit our website we send you a cookie. Cookies may be used in the following ways:

To help us recognise you as a unique visitor (just a number) when you return to our website and to allow us to tailor content or advertisements to match your preferred interests or to avoid showing you the same adverts repeatedly. To compile anonymous, aggregated statistics that allow us to understand how users use our site and to help us improve the structure of our website. We cannot identify you personally in this way.

Two types of cookies may be used on this website; "session cookies", which are temporary cookies that remain in the cookie file of your browser until you leave the site, and "persistent cookies", which remain in the cookie file of your browser for much longer (though how long will depend on the lifetime of the specific cookie).

(f) Technical Assistance

Some of our trained employees will have access to your username so that they can provide special technical assistance, should you need it. Your password remains encrypted in our database.

Occasionally, we may refer to your profile information or usage patterns to better understand your needs or to ascertain how we can improve our products and services. In these cases, the results of our analysis remain at an aggregate level: the average or total across many users, for example.

We may use your e-mail address to contact you about administrative notices or Site information. We will not sell or otherwise transfer your personally identifiable information to any third party.

(g) Session Information

We use session information to understand how users interact with our Site. This helps us to improve our Site features, content, and performance. The results of our analysis are aggregate, and are not personally identifiable.

(h) Use of web beacons

Some of our website pages may contain electronic images known as web beacons (sometimes known as clear gifs) that allow us to count users who have visited these pages. Web beacons collect only limited information which including a cookie number, time and date of a page view, and a description of the page on which the web beacon resides. We may also carry web beacons placed by third party advertisers. These web beacons do not carry any personally identifiable information and are only used to track the effectiveness of a particular campaign. Because web beacons are the same as any other content request included in the recipe for a web page, you cannot opt out or refuse them. However, where they are used in conjunction with cookies they can be rendered ineffective by either opting out of cookies or by changing the cookie setting on your browser.

(i) Disabling/enabling cookies

You have the ability to accept or decline cookies by modifying the settings in your browser. However, you may not be able to use all the interactive features of our site if cookies are disabled.

There are a number of ways to manage cookies. If you use different computers in different locations you will need to ensure that each browser is adjusted to suit your cookie preferences. Some modern browsers have a feature that will analyse website privacy policies and allow a user to control their privacy needs. These are known as "P3P" features (Privacy Preferences Platform). You can easily delete any cookies that have been installed in the cookie folder of your browser. For example, if you are using Microsoft Windows Explorer:

Open "Windows Explorer" Click on the "Search" button on the tool bar Type "cookie" into the search box for "Folders and Files" Select "My Computer" in the "Look In" box Click "Search Now" Double click on the folders that are found "Select" any cookie file Hit the "Delete" button on your keyboard

If you are not using Microsoft Windows Explorer, then you should select "cookies" in the "Help" function for information on where to find your cookie folder.

Security

Data Transmission: Maintaining your security is very important to us. Our Site uses industry-standard 128-bit Secure Sockets Layer (SSL) protocol to transmit data between your computer and ours.

Login/Username and Password: These fields uniquely identify you and help us to provide you with access to your profile areas and to protected content. They also help ensure that only a person with your username and password can access your content. To prevent other people from using your account, we require that you login with both a username and a password. You are responsible for maintaining the confidentiality of your member password and login, and are fully responsible for all activities that occur under your password or account with or without your knowledge. If you are sharing a computer with other users, you should not enable Automatic Login, since that would permit other users on your computer to access the Site with your username and password. We cannot be held liable for any damages caused by the unauthorized use thereof by third parties.

Please remember that you also play a valuable part in ensuring your security. You should never share your password with anyone. If you feel that others may have found out your password, you should change it immediately on the "Edit Profile" page.

All personally identifiable information is subject to restricted access to prevent unauthorised access, modification or misuse. Please note, however, that we may release your personal data if required to do so by law, or by search warrant, subpoena or court order.

Session Timeout: Your session will automatically expire and log you out if it is left inactive for an extended period of time.

Links to other sites

Our Site contains links to a number of other non-lifepsychol.com sites that we believe may offer useful information. While we try to link to only reputable and useful sites, the privacy policies and procedures outlined here do not apply to those sites. You should contact those sites directly for information on their privacy policies and data collection and usage procedures.

Information/correction:

You have the right, at reasonable intervals, to request us to inform you as to whether personal data relating to you are being processed. You may also request us to correct, supplement, delete or block the said data in the event that it is factually inaccurate, incomplete or irrelevant to the purpose or purposes of the processing, or is being processed in any other way which infringes a legal provision. If you wish to do so, please send an e-mail to info@lifepsychol.com

Opt out

We reserve the right to send you specific administrative notices about your account. You will also receive periodic Site newsletters by email. Additional information about our other services and products will be sent to you only if you have expressly chosen to receive such information. If you do not wish to receive Site newsletters or additional information you may opt out by changing your preferences in “Edit Profile” Cross-border data transfers:

Please note that lifepsychol.com also operates in countries outside of the European Union (including the US), which may have less adequate data protection legislation than the countries of the European Union. Your personal data might be transferred to these countries for the purposes described in this policy. You hereby agree to a transfer of your personal data to such countries for the purposes mentioned in this policy.

If you have any questions relating to the transfer of your personal data, please contact us by sending an e-mail to info@lifepsychol.com

Changes to the Privacy Policy

If we change our privacy policy or practices as described in this statement, we will post the changes on this privacy statement. We may also send you an e-mail notification.

Last update: Sept 18th 2009

Registration

If required, the above-mentioned data processing purposes have been registered with the relevant data protection authorities. According to the laws of your country, you may request further information from the registry held by such authority.

Your rights

Under UK data protection law, your rights include:-

- (a) a right to withdraw your consent to the processing of your personal data to which you have previously consented;
- (b) a right to obtain a copy of the personal data which we hold about you (we reserve the right to charge a small fee for the exercise of this right);
- (c) a right to object to the processing of your personal data for the purpose of direct marketing.
- (d) a right to have incorrect personal data we hold about you corrected.

Contact points

If you wish to raise any data protection issue with us, or exercise any of your legal rights, please contact us at:

Lifepsychol
c/o Innervate Ltd
117 Waterloo Road
London SE1 8UL

Tel 020 3479 5111
email info@lifepsychol.com