

PRIVACY POLICY

We take your privacy seriously.

When you use our services, we collect personal information such as your name, contact details, and relevant health information needed to provide safe and appropriate care.

Your information is stored securely and only accessed by authorised professionals involved in your care. We do not share your data with third parties unless it is necessary for your treatment, required by law, or you have given consent.

You have the right to access your data, request corrections, or ask for your information to be deleted where appropriate.

If you have any questions about how your data is used, please contact us.

All services are delivered by a qualified Advanced Nurse Practitioner in line with CQC standards.

VHC Diagnostic Quiz - Data Collection & Use

What data do we collect from the quiz?

When you complete our diagnostic quiz, we collect:

- Your name
- Your email address
- Your phone number
- Your location preference
- Your quiz answers (symptoms, duration, family history, medication, work impact, etc.)

How do we use this data?

We use your quiz responses to:

- Recommend the most appropriate blood test package for your needs
- Send you your quiz results and recommendation via email
- Contact you to confirm your booking

Who do we share your data with?

- **You** — We email your results to the address you provide
- **Vital Health Checks** — We keep a record of your quiz responses and booking details to manage your appointment
- **WPA (Health Insurance)** — Only if you opt in by checking "Tell me about insurance." If selected, we share your name, email, phone, and location with Graham Ross at WPA so he can contact you about insurance options

Your rights

You can:

- Request to see what data we hold about you
- Ask for your data to be deleted
- Withdraw consent for us to contact you
- Object to your data being shared with WPA

To exercise these rights, email: hello@vitalhealthchecks.co.uk

How long do we keep your data?

Quiz responses and booking details are kept for 12 months after your appointment, then securely deleted. WPA may keep your contact information as per their own retention policy.