



# PRIVACY NOTICE & COOKIE POLICY

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## Privacy Notice

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### Who we are

MyWay Digital Health Ltd (MWDH Ltd) is a medical software company responsible for the MyDiabetes My Way (MDMW) service outside Scotland.

### How we use your Information

The MDMW service focusses on diabetes and consenting patients have secure access to their medical records, tailored education resources and in some cases the ability to upload results. Non-consenting patients have no data stored on the system.

### How do we use data?

MWDH Ltd uses patient information to underpin all of the above. It is only available to patients that have given their explicit and signed consent.

### What data do we collect?

For consenting patients, we collect demographic and medical data relating to their diabetes condition, e.g. name, address, date of birth, height, weight, GP practice, type of diabetes, test results, eye and foot screening info, goals and medication.

In addition, anonymous bug reporting data is also collected to help improve the service we offer.

### Data storage, security and access, retention period

Data storage is in an encrypted database, within a Tier III, ISO 27001, CyberEssentials certified data centre managed by BrightSolid Ltd in Dundee, UK. All staff with access to the database are vetted and signed-up to data security and access protocols as outlined within the respective ISO 27001 policies and procedures.

Records will be retained for as long as the service is being funded. Upon termination of funding all data will be securely and completely destroyed in accordance with our ISO27001 policies and procedures.

### Details of data transfers

N/A. There will be no data transfers.

### Affiliated websites or organisations

N/A. there will be no data sharing with affiliated websites or organisations.

### What is a Privacy Notice for?

A Privacy Notice (which are also known as Fair Processing Notices) tells you about information we collect and hold about you, what we do with it, how we will look after it and who we might share it with. It



is part of how we ensure we are open and transparent in the data processing activities we carry out in order to meet our service provision obligations.

It covers information we collect directly from you or receive from other individuals or organisations.

A Privacy Notice/Fair Processing Notice is a written statement that individuals are given when information is collected about them. As a minimum, a privacy notice should tell people who we are, what we are going to do with their information and who it will be shared with.

### **Opting Out, Data Deletion**

If you wish to opt out of the MDMW service please notify us via the Contact us details below and your information will be promptly and securely removed from our system.

### **Contact Details, Complaints, Data Portability**

Please see the More Information section at the end of the Cookie Policy.

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## **Cookie Policy**

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This is the Cookie Policy for My Diabetes My Way Somerset, accessible from <https://somerset.mydiabetes.com/>

### **What Are Cookies**

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the sites functionality.

For more general information on cookies see the Wikipedia article on HTTP Cookies.

### **How We Use Cookies**

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

### **Disabling Cookies**

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of the this site. Therefore it is recommended that you do not disable cookies.

### **The Cookies We Set**

- Account related cookies



If you create an account with us then we will use cookies for the management of the signup process and general administration. These cookies will usually be deleted when you log out however in some cases they may remain afterwards to remember your site preferences when logged out.

- Login related cookies

We use cookies when you are logged in so that we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are typically removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.

- Surveys related cookies

From time to time we offer user surveys and questionnaires to provide you with interesting insights, helpful tools, or to understand our user base more accurately. These surveys may use cookies to remember who has already taken part in a survey or to provide you with accurate results after you change pages.

- Forms related cookies

When you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

### **Third Party Cookies**

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

- This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

- From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features these cookies may be used to ensure that you receive a consistent experience whilst on the site whilst ensuring we understand which optimisations our users appreciate the most.

If you are unsure whether you need cookies or not it's usually safer to leave them enabled in case it does interact with one of the features you use on our site. This Cookies Policy was created with the help of the [GDPR Cookies Policy Generator](#)

### **More Information**

If you are still looking for more information and/or you wish to contact our Data Controller for any reason then you can contact us via:

- Email: [info@mwdh.co.uk](mailto:info@mwdh.co.uk)
- By visiting this link: <https://somerset.mydiabetes.com/Feedback.aspx>