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PRIVACY POLICY

Lea Physio takes the privacy of its users seriously. We are committed to safeguarding the privacy of our users while providing a personalised and valuable service. Any personal information you give to us will be processed in accordance with the UK Data Protection Act 1998. We will use the information to process your request and to provide any relevant further information. It will also be used to support our marketing and market research activities.

This Privacy Policy statement explains the data processing practices of Electric Footprint Ltd. If you have any requests concerning your personal information or any queries with regard to these practices please contact our us.

Our sites contain links to third party sites which are not subject to this privacy policy. We recommend that you read the privacy policy of any such sites that you visit.

Personal Information Collected

Lea Physio undertakes to maintain your personal data in secure conditions. Your personal data will be disclosed to staff and agents in order to support our services to you; this is done on a need-to-know basis and all staff are made aware of the procedures they must follow to ensure your data is protected.

We collect personally identifiable information about you (your "Data") through:

- the use of enquiry form
- the provision of your details to us either online or offline.

The elements of your Data that we collect may include:

- Name
- E-mail address
- Usage statistics

We may also collect information that we request from you regarding your use of our service or that we collect automatically about your visit to our sites. Please see our Cookies Policy for more details.

Use of your Personal Information

Your personal data is held for the purposes set out in data protection act. On making an enquiry, you confirm that you understand that your data may be processed for these purposes which include:

- processing enquiries;
- maintaining your record
- providing advice and support
- providing our customers with a personalised service
- allowing users to participate in interactive features of our service, where they choose to do so
- running competitions, prize draws and promotions
- providing you with information about products and services we offer (if you agree to receive such information),
- where your data is disclosed to a third party, this is done in accordance with the provisions of the Act.

If an enquiry is not progressed, we will securely destroy the information in line with the Lea Physio retention and destruction policy.

We also use information in aggregate form (so that no individual user is identified by name):

- to build up marketing profiles
- to aid strategic development
- to manage our relationship with advertisers
- to audit usage of the site.

We use technology on the registration, application and enquiry pages of our website, which may record user movements, including page scrolling, mouse clicks and text entered. The data we collect in this way helps us to identify usability issues, to improve the assistance and technical support we can provide to users and is also used for aggregated and statistical reporting purposes.

COOKIES POLICY

How Lea Physio uses 'Cookies' on its website

We use cookies and similar tools across our websites to improve their performance and enhance your user experience. This policy explains how we do that.

What are cookies?

Cookies are small text files which a website may put on your computer or mobile device when you first visit a site or page. The cookie will help the website, or another website, to recognise your device the next time you visit. Web beacons or other similar files can also do the same thing. We use the term "cookies" in this policy to refer to all files that collect information in this way.

There are many functions cookies serve. For example, they can help us to remember your username and preferences, analyse how well our website is performing, or even allow us to recommend content we believe will be most relevant to you.

Certain cookies contain personal information – for example, if you click to "remember me" when logging in, a cookie will store your username. Most cookies won't collect information that identifies you, and will instead collect more general information such as how users arrive at and use our websites, or a user's general location.



What sort of cookies does Lea Physio use?

Generally, our cookies perform up to two different functions:

1. Essential cookies

Some cookies are essential for the operation of our website. For example, some cookies allow us to identify users and ensure they can access the online enquiry form page. If a user opts to disable these cookies, the user will not be able to access all of the content that this process entitles them to.

2. Performance Cookies

We utilise other cookies to analyse how our visitors use our websites and to monitor website performance. This allows us to provide a high quality experience by customising our offering and quickly identifying and fixing any issues that arise. For example, we might use performance cookies to keep track of which pages are most popular, which method of linking between pages is most effective, and to determine why some pages are receiving error messages. We might also use these cookies to highlight articles or site services that we think will be of interest to you based on your usage of the website.

We also use or allow third parties to serve cookies that fall into the four categories above. For example, like many companies, we use Google Analytics to help us monitor our website traffic. We may also use third party cookies to help us with market research, improving site functionality and monitoring compliance with our terms and conditions and copyright policy.

Can a website user block cookies?

As we've explained above, cookies help you to get the most out of our websites.

Please remember that if you do choose to disable cookies, you may find that certain sections of our website do not work properly

Do we track whether users open our emails?

Our emails may contain a single, campaign-unique "web beacon pixel" to tell us whether our emails are opened and verify any clicks through to links or advertisements within the email. We may use this information for purposes including determining which of our emails are more interesting to users, to query whether users who do not open our emails wish to continue receiving them and to inform our advertisers in aggregate how many users have clicked on their advertisements. The pixel will be deleted when you delete the email. If you do not wish the pixel to be downloaded to your device, you should select to receive emails from us in plain text rather than HTML.