



Privacy Policy for HTG (Hair Transplant Group)

Last Updated: 12/09/2023

1. Introduction

Welcome to HTG (Hair Transplant Group). We are committed to protecting the privacy and confidentiality of your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your personal data when you use our services. By accessing or using our services, you consent to the practices described in this Privacy Policy.

2. Information We Collect

We may collect the following categories of personal information from patients:

Contact Information: This includes your name, address, email address, and phone number.

Health Information: We collect medical and health-related information, such as medical history, allergies, medications, and other relevant data to provide appropriate treatment and care.

Payment Information: When you make payments for our services, we may collect payment card information or other financial information.

Identification Information: This may include government-issued identification numbers or documents for identification and verification purposes.

Device and Usage Information: We may collect information about your device and how you use our website or mobile applications, including IP address, browser type, and operating system.

3. How We Use Your Information

We use your personal information for the following purposes:

To provide you with our services, including hair transplant procedures, consultations, and follow-up care.

To communicate with you about your appointments, treatment plans, and other healthcare-related matters.

To process payments and billing for our services.

To comply with legal and regulatory requirements.

To improve our services and develop new offerings.

4. Disclosure of Your Information

We may disclose your personal information to third parties in the following circumstances:

To our healthcare professionals and staff involved in your treatment.

To third-party service providers who assist us in delivering our services, such as payment processors, IT service providers, and marketing agencies.

To comply with legal obligations, such as reporting adverse events or complying with government authorities.

In the event of a merger, acquisition, or sale of all or part of our assets, your information may be transferred to the acquiring entity.

5. Data Security

We take appropriate measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. We use industry-standard security protocols and technologies to safeguard your data.

6. Your Rights

You have certain rights regarding your personal information, including the right to access, correct, delete, or restrict its processing. To exercise these rights or if you have any questions about your data, please contact us using the information provided in Section 8.

7. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal compliance purposes. We will notify you of any significant changes by posting the revised policy on our website or by other appropriate means.

8. Contact Us

If you have any questions, concerns, or requests regarding your personal information or this Privacy Policy, please contact us at:

HTG

551a Green Lanes, Palmers Green, London N13 4DR

9. Consent

By using our services, you consent to the terms of this Privacy Policy.

Under the Data Protection Act 1998, you have a right to access your medical records or, if you are not a patient, the information we hold about you. This has not changed under the new regulations. Previously if you would like a copy of the information, we hold on to you, please request this by writing to our Data Protection Officer below clearly stating your name address and date of birth (if a patient). We may need further identification to make sure we do not disclose information to the wrong person. We may charge a small administration fee to cover the cost of supplying this information to you.

You can let us know at any time if you do not want to receive direct marketing communications from us in relation to new services or products. However, do remember that you may miss out valuable information on updates to treatments and services that we provide. You will however still receive information that is relevant to your ongoing care or treatment such as a new drug therapy that may be relevant to your ongoing care.

www.hairtransplantgroup.co.uk