

Privacy Policy – Taymount Limited, t/a Taymount Clinic

This privacy policy (this "**Policy**") explains how personal information is collected, used, and disclosed by Taymount Clinic and its subsidiaries (collectively, "**Taymount Clinic**," "**we**," "**our**" or "**us**"). This Policy applies to visitors and users (individually, "**you**") of Taymount Clinic's websites, applications, clinic facilities and consultations. By visiting or using our websites, telephone consultations and personal visit to the clinic for consultation or FMT program, to the extent permitted by applicable law, you are consenting to us gathering and processing information about you in accordance with this Policy, although consent may not be required for all of the elements described in this Policy. For particular types of information or processing, we may provide you with choices or request your further consent related to what information we collect and how we may process it.

Third parties and social networks that you use in connection with our Sites (for example the Taymount Clinic Facebook site), may also collect, use, and share information about you. This Policy does not cover such third parties or their services and we do not take any responsibility for how such third parties may use any information they collect. For information about third-party privacy practices, please consult with them directly.

Taymount Clinic (Taymount Limited) will never share, disclose, sell or circulate any personal information without prior permission from the owner of that data (for example, case studies or research data). Taymount Clinic will never sell lists of patients, past patient, consultations or any other private data.

BRIEF OVERVIEW

Information We Collect	We may collect your information in connection with your inquiries about our clinic or consultation process; we collect personal medical data during your time attending the clinic.
How We Use Your Information	We may use your information to provide advice, care and therapeutic attention and monitor wellbeing and progress through the clinic program; we may use your information to contact you to monitor progress and for clinic administration.
How We Share Your Information	We do not share your information with any outside body or third party unless permission to do so has been granted by the data-owner.
Security of Your Information	We maintain commercially-reasonable technical, administrative, and physical security measures designed to protect your information. Learn more about our IT and Data Protection Policy
Cookies and Other Tracking Technologies	We may use cookies and similar technologies to help download information from our site; we do not harvest information from users for commercial or marketing purposes.
Your Choices	Users can choose to opt-in to receiving the Taymount newsletter, by clicking the appropriate supplied button on the website. No opt-out

	is necessary and unsubscribing is available at all times. This opt-in takes data to Mail Chimp (which is GDPR compliant) for inclusion in the Taymount newsletter mailing list.
Access Your Information	We provide you the opportunity to unsubscribe at any time; if you wish to have a list of all the information held on our systems about you, please contact the Data Protection officer.
International Transfers	We may transfer your information outside of your home country. To protect your information, any such international transfers will be made in accordance with applicable law. This will only be between Licensed Taymount clinics and will be with the consent of the data-owner. E.g. transfer of records, for medical or therapeutic purposes.
Links to Other Websites	Our website may contain links to other websites or services that are not owned or controlled by Taymount Clinic, including links to websites about accommodation, accreditation, regulation.
Changes to This Policy	You will be notified about any material changes to this Policy via a posting on our website, and as otherwise required by applicable law.
Contact Us	If you have questions about this Policy, please contact us on admin@taymount.com . Learn more

1. INFORMATION WE COLLECT

Personal Information. By visiting or using our website or Customer Record Management Systems (e.g. Mail Chimp, Acuity Scheduling), we may collect the following categories of personal information (" **personal information** ") you provide to us: name; email address; postal address; phone number (including your mobile phone number); billing information; personal medical history, other personal information as collected on the acuity scheduling intake questionnaire.

For certain services on our Sites, credit or debit card account information may be required but this is not stored by Taymount Clinic, this is handled by a third-party credit-card processing supplier – Global Iris, which is fully GDPR compliant.

Some processes may require Paypal payments and this is done through the third party portal of Paypal Inc., and is fully GDPR. The Paypal address used for payment may be stored as part of the customer record and in the activity record of Taymount Ltd Paypal account.

Email communication will result in the email address and past communications being stored on the Taymount Clinic administration computers. Communication data is stored in the secure Taymount server, no personal information is stored on any individual hard drive apart from mail filed in mailboxes in individual recipients' accounts. All email accounts are password-protected.

Device Information. When you visit our website or open communications (such as emails) , some information is automatically collected from devices (e.g., mobile, computer, laptop, tablet) used to visit or use our website, including, but not limited to, operating system, access times, pages accessed, browser information (e.g., type, language, and history), settings, and other data. We also collect information about your usage and activity on our website using certain technologies, such as cookies. None of this information is shared with any other party.

Personal information, device information, and location information are collectively referred to as "**your information.**"

Our website is aimed at persons 16 years or older and Taymount Clinic in UK does not treat children under the age of 16. As such, Taymount Clinic does not knowingly collect personal information from children under the age of 16. If you learn that your child has provided us with their information without your consent and he or she is under the age of 16, please let us know at Admin@taymount.com or write to us, as detailed in Section XI below, so we may remove it from our systems.

2. HOW WE USE YOUR INFORMATION

We may use your information for the following purposes ("**Purposes**"), to: provide you with the services, products, and functionality offered on our websites and fulfill your requests for consultations, therapeutic program, booking a program and discussing your personal suitability for FMT with a trained therapist, either in person or by telephone.

Electronic Communications. Consistent with the above Purposes, we may communicate with you via electronic messages, including email, text message, or mobile push notification to, for example: send you information relating to our products and services, including reservation and waitlist confirmations and updates, receipts, technical notices, updates, security alerts, and support and administrative messages; communicate with you about offers, promotions, rewards, timetable adjustments, or any other unforeseen event which may interrupt, delay or expediate an upcoming event, booking, consultation or clinic attendance program and other news about products and services offered by Taymount Clinic and other business partners. With your consent , where required , we may contact you at the mobile phone number that you provide to us by way of direct dial calls, autodialed and prerecorded message calls, and text messages in connection with the above Purposes.

Aggregated Information. We may aggregate personal information collected from you and other users as well as device information and location information (with your consent, where required) to produce general statistics that cannot be linked to you or any other specific user and with which we attempt to provide you with a better experience, to improve our services, and to analyze and understand how our website and products are used. For example, we might collect the numbers of people seeking FMT treatment for a specific reason and compare this statistic to others to improve how we design our therapeutic program delivery. This will never be passed to a third party without express consent of the data-owners.

Retention. We will retain your information for the period necessary to fulfill the Purposes outlined in this Policy and as otherwise needed to comply with applicable law and internal company policies. See section

3. HOW WE SHARE YOUR INFORMATION

a. Information collected from users applying for consultations, therapeutic programs and any other Taymount service, will not be shared with any third parties for the purposes of marketing or other non-medical or non-research purpose.

c. Payment Card Information

To use certain services on our Sites (such as to make reservations for consultations or to book a program at the clinic), we may require credit or debit card account information. When you use a credit or debit card to secure a reservation through our Sites, we provide your credit or debit card account information (including card number and expiration date, but excluding the CVV number) to our third-party payment service providers and the applicable restaurant.

- When you initially provide your credit or debit card account information through our Sites in order to use our payment services, we provide your credit or debit card account information to our third-party payment service providers. As explained in the Taymount Clinic Terms of Use, these third parties may store your credit or debit card account information so you can use our payment services through our website in the future to the extent permitted by local law. You have the choice to prevent such data collection by the payment provider for future transactions.

d. Information You Share Socially

Our website may allow you to connect and share your actions, comments, content, and information publicly or with friends through a social media link. Our Sites may also allow you to connect with us on, share on, and use third-party platforms, including those on which Taymount Clinic has a presence. Please be mindful of your personal privacy needs and the privacy needs of others as you choose whom to connect with and what to share and make public. We cannot control the privacy or security of information you choose to make public or share with others. Taymount Clinic also does not control the privacy practices of third-party platforms. Please contact those sites and services directly to learn about their privacy practices.

e. Other Sharing

We do not share your information with third parties other than as described above and as follows:

- We may share information with third-party vendors, consultants, and other service providers who perform functions on our behalf (e.g., hosting or operating our Sites, data collection, reporting, ad response measurement, site analytics, data analysis,

delivering marketing messages and advertisements, processing credit card payments, and providing fraud detection services). We do not authorize these third parties to use your information for purposes other than for which it has been provided, and do not authorize these third parties to disclose that information to unauthorized parties. We require these third parties to maintain appropriate security to protect your information from unauthorized access or processing.

- We may disclose your information to regulatory authorities, courts, government agencies and other third parties where we believe that doing so would be in accordance with or permitted or required by any applicable law, regulation or legal process, to defend the interests, rights, and/or property of Taymount Clinic or others, or to respond to emergencies.
- We may disclose or transfer your information to a third party if we sell, transfer, divest, or disclose all or a portion of our business or assets to another company in connection with or during negotiation of any merger, financing, acquisition, bankruptcy, dissolution, transaction, or proceeding.
- We may otherwise share your information as directed by you or subject to your consent.

4. SECURITY OF YOUR INFORMATION

Taymount Clinic takes commercially-reasonable technical, administrative, and physical security measures designed to protect your information from loss, misuse, unauthorized access, disclosure, alteration, and destruction.

When your credit or debit card account information is being transmitted to our website or through our websites, it will be protected by cryptographic protocols. To be clear, Taymount Clinic does not itself store your credit or debit card account information, and we do not have direct control over or responsibility for your credit or debit card account information. We use third party payment processors that are the controllers of your credit card information. Our contracts with third parties that receive your credit or debit card account information require them to keep it secure and confidential.

Nonetheless, we cannot guarantee that transmissions of your credit or debit card account information or your other information will always be secure or that unauthorized third parties will never be able to defeat the security measures taken by Taymount Clinic or our third-party service providers. Except to the extent that liability cannot be excluded or limited due to applicable law, we assume no liability or responsibility for disclosure of your information due to errors in transmission, unauthorized third-party access, or other causes beyond our control. You play an important role in keeping your information secure. You should not share your user names, passwords, or other security information for your Taymount Clinic interactions with anyone or any future customer accounts we may set up for access. If we receive instructions using your name and password, we will consider that you have authorized the instructions. If you have reason to believe that your interaction with us is no longer secure (e.g., if you feel that the security of any account you might have with us has been compromised), please contact us immediately on admin@taymount.com.

5. COOKIES AND OTHER TRACKING TECHNOLOGIES

We collect information about your usage and activity on our sites using certain technologies, such as cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor behavior information. This information is used to track visitor use of the website and to compile statistical reports on website activity. Third-party cookies, used for advertising and/or personalized content. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

6. YOUR CHOICES

Email. You will be emailed for administration purposes. If you wish to receive our monthly newsletter, you are able to opt-in by clicking on the button on the front page of the website. If you decide that you do not want to these newsletter emails from Taymount Clinic, you may click on the "unsubscribe" link in the email to unsubscribe and opt-out of marketing email communications at any time. If you have a Taymount Clinic account, you may also opt-out of marketing emails in your account settings. Alternatively, to the extent that applicable law requires your prior opt-in consent to receive marketing and promotional emails, you can choose not to opt-in. Please note that even if you opt-out of receiving marketing communications from one or all of our Sites, we may need to send you service-related communications , such as confirmations of any future bookings you make.

Text Messages. If you are receiving text reminders for appointments, etc., and no longer want to receive text messages from Taymount Clinic, reply STOP (or as otherwise instructed) in the text message. Alternatively, to the extent that applicable law requires your prior opt-in consent to receive text messages, you can choose not to opt-in.

Application location choices. As detailed in the [Information We Collect](#) section, above, we may collect information about your location if you enable location services through the settings in your mobile device, or, as required, with your consent. You can change the privacy settings of your device at any time to turn off the sharing of this location information with our Sites. If you have specific questions about the privacy settings of your device, we suggest you contact the manufacturer of your device or your mobile service provider for help.

7. ACCESS AND CORRECTION OF YOUR INFORMATION

If you would like to view and update the information you have provided to us, you can access your notes to view and make changes or corrections to your information upon written request to the clinic. You may also contact us as detailed in the [Contact Us](#) section, below.

Record Keeping and the GDPR

It is a condition of our current Insurance Policy to take and retain client records. The policy wording notes:

The records shall be kept for at least 7 years following the last occasion on which treatment was given.

The Statute of Limitation in the UK (i.e. time when an individual is able to bring a claim) is 6 years for certain injury claim situations, or 6 years after the individual reaches the age of majority in the case of minors. Taymount clinic chooses to keep the patient records for 7 years in accordance with the stipulation of our current insurance provider.

8. INTERNATIONAL TRANSFERS

Taymount holds personal clinical data secure as required by our medical insurance company and GDPR. In order for patients to obtain materials and treatments as a past-patient from another Taymount licensed clinic at another geographical location, it may be necessary to communicate patient names and dates of attendance at the clinic to establish the veracity of the past patient status. This is to ensure that no supplies are provide to non-patients. This information is communicated by email, telephone or by Skype calls to our satellite clinics.

Information about you may be transferred to, or accessed by, licensed Taymount clinic located around the world as described in this Policy. Some of these entities may be located in countries that do not provide an equivalent level of protection as your home country. Taymount clinics will however, provide a professional level of client data protection as required by all medical professionals.

9. LINKS TO OTHER WEBSITES

Our Sites may contain links to other websites or services that are not owned or controlled by Taymount Clinic, including links to websites of organisations, regulatory bodies, accommodation providers, restaurants and other services. This Policy only applies to information collected by our website. We have no control over these third party websites, and your use of third party websites and features are subject to privacy policies posted on those websites. We are not responsible or liable for the privacy or business practices of any third party websites linked to our website. Your use of third parties' websites linked to our Sites is at your own risk, so we encourage you to read the privacy policies of any linked third party websites when you leave our website.

10. CHANGES TO THIS POLICY

Except to the extent limited by applicable law, we reserve the right to update this Policy to reflect changes to our information practices by prominently posting notice of the update on our website . Any updates will become effective immediately after posting the updates to this Policy and apply to all information collected about you, or where required, upon your consent. You agree that you will review this Policy periodically. If we make any changes to this Policy, we will change the "Last Updated" date above. You are free to decide whether or

not to accept a modified version of this Policy, but accepting this Policy, as modified, is required for you to continue using our Sites.

If you do not agree to the terms of this Policy or any modified version of this Policy, your sole recourse is to terminate your use of our website. By continuing to submit information on the booking forms and information gathered during therapeutic programs at the clinic, you are giving your consent for Taymount clinic to hold data submitted. As stated, personal records will be held for 7 years and then disposed of. Any paper records still in existence at 7 years will be destroyed using GDPR-compliant destruction methods in accordance with ISO 9001, BS EN 15713, BS 7858 with 24/7 CCTV monitoring and certificated collection and destruction.

If we make any changes to this Policy that materially impacts previously collected information about you, we will obtain your prior express consent.

11. CONTACT US

If you have any questions about this Policy or information we have collected about you, please contact us by email at admin@taymount.com or by postal mail at:

Taymount Clinic
Taymount House, Works Road
Letchworth,
Herts SG6 1LB
www.taymount.com
tel: +44 330 222 1622

Attention: Data Protection Officer/Clinical Director