

TW1 HEALTHCARE COMMUNICATIONS LTD PRIVACY POLICY

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Protection of personal data

TW1 Healthcare Communications Ltd ('TW1HC', 'we', 'our', 'us') takes the protection of personal data very seriously.

This policy explains:

- what information we may collect about you
- how we use the information we collect about you
- whether we will share this information with anyone else
- your choices and how you can instruct us if you prefer to limit the use of your information
- measures we have in place to safeguard your privacy.

This policy applies whether you provide information to us through our website, by email or via other means.

1. Information about us

TW1HC Ltd is the data controller responsible for protecting personal information you provide to us. We are registered in England and Wales under company number 08398503; our registered office address is c/o L&C LLP, City Bridge House, 57 Southwark Street, London, SE1 1RU, UK. If you have any queries about this policy, please contact us by emailing twillmott@tw1hc.co.uk or by calling +44 (0) 7889 125789.

2. What are personal data?

Personal data are information that can be used to detect your identity and includes your name, address, telephone number and email address. Personal data are also information that can be associated with you together with other information e.g. your IP address.

If you do not agree with this privacy policy, you must not submit any information to us.

3. Information we collect

We collect and store personal data you provide to us when you interact with us. On occasion we may supplement the information we collect about you with records maintained by third parties, namely our clients, partners or associates involved in our activities, to provide you with information or services you have requested, or to progress agreed activities and projects.

4. How we use your information

Except as described in this privacy policy, or as notified to you at the time we collect your information, we will not share your personal information with any third party. Any information you give us is held with appropriate care and security and will only be used as set out in this policy or in ways to which you have consented. These may include communicating with you regarding our activities, completing a transaction you may have requested, and sending you periodic communications.

We may also use your personal information and/or usage information to:

- operate our business (including managing our communications and performing accounting, auditing, billing and reconciliation activities)
- comply with industry standards and our policies.

5. Sharing your information

We may share your personal information and usage information:

- with third-party clients that we act on behalf of and service providers that perform services on our behalf
- to comply with UK law, a judicial proceeding, court order or other legal process, such as requirements of emergency services and/or law enforcement agencies
- to enforce our agreement with you
- to analyse and enhance our communications (including by identifying when emails sent to you have been received and read)
- to investigate, prevent or take action regarding actual or suspected illegal activities, suspected fraud, emergencies, violations of this privacy policy or other agreement, or as evidence in
litigation in which we are involved, or to protect our rights, property or the rights or property of our users, third parties and/or the public
- in the event of any sale, assignment, transfer or acquisition of all or substantially all of TW1HC assets or shares by a third party
- with other third parties, with your consent

6. Data storage and security

We store information on Microsoft365 Sharepoint which is certified under the EU-US Privacy Shield framework. Microsoft365 is certified as being compliant with the most widely accepted security and privacy standards and regulations in the world, such as GDPR, ISO 27001/2 and

SOC 2. We have appropriate measures in place to protect against unlawful disclosure, loss, misuse, unauthorised access or alteration of information we collect from you.

7. Your options

If you have provided us with personal data, we will keep your information in accordance with our retention policy. You may withdraw your consent to our processing by emailing us and we will apply your preferences in our future communications. If statutory retention periods require further provision, we will lock those records.

You may also email us to access information we hold about you, or to request rectification of any personal data we hold about you.

8. Changes to this privacy policy

This privacy policy is subject to changes and updates. We will communicate any changes with you should we hold your data for the purposes of conducting agreed activities past, present or future.

9. Contacting us

If you have any queries, questions or comments about our privacy policy, you can contact us at any time by emailing twillmott@tw1hc.co.uk – we aim to respond within 7 business days. If we are unable to resolve your complaint, you may refer your complaint to the Information Commissioner’s Office by clicking here: <https://ico.org.uk/concerns/>

NAME	TRACY WILLMOTT
POSITION	Director
DATE	1 August 2026