
Privacy Policy

Refreshedwithin | IV Nutrient therapy. and its related companies (“We”, “Us”, “Company”, “Refreshedwithin”) want you to know how we collect, use, disclose, and protect your information. This policy (the “Privacy Policy”) tells you what information we collect from visitors of the IV therapy services, mobile IV Services and other related services provided or operated by Refreshedwithin, including our Social media’s and our website (collectively, the “Services”), how we use that information, how we may disclose that information, how we protect your information, and your choices regarding your information.

PLEASE READ THIS POLICY CAREFULLY TO UNDERSTAND OUR POLICIES AND PRACTICES REGARDING YOUR INFORMATION AND HOW WE WILL TREAT IT. IF YOU DO NOT AGREE TO THE PRIVACY POLICY, INCLUDING ANY CHANGES THERETO, THEN YOU MUST NOT ACCESS AND USE THE SERVICES.

To utilise the Services, you are required to submit certain information. We collect certain information during the consultation process for health and safety purposes. We collect and utilize additional information as set forth below.

- This Privacy Policy contains the following sections:
- Information We Collect From You
- What We Do With Your Information
- How We Disclose Information to Third Parties
- Online Analytics and Advertising
- Your Data Rights and Choices
- Notice to California Residents
- Information Security
- Data Retention
- International Transfers
- Children’s Privacy
- Third Party Websites
- Changes
- Contact Us



Information We Collect From You

When you Book for the Services, we collect information about you, including your name, address, telephone number, contact information and password. Once you have registered, we may collect the following information about you, including:

- Your birthdate and health information, e.g., any diagnoses and how long you have been having symptoms, medication, history, etc.
- Professional information, including your company and job title.
- Information you provide to us, or grant us access to, when you access or use the Services.
- Information you provide in public forums through the Services, including using our review, comment, post or similar functionality.
- In the event you pay for the Services directly, payment information is provided directly to our payment processing partner.

We will process information collected in accordance with applicable law and with the agreements we have with your health care provider, health plan, and as described in the Terms of Service and this Privacy Policy. If you do not want to provide us this information, please do not utilise the Services.

Information We Collect Automatically

We may collect certain information through automated means when you use the Services, including the following:

- Device and Usage Information, which may include the type of device you are using, your operating system, your browser type, your browser language, your internet service provider, your domain name, your internet protocol (IP) address, your device and mobile ad identifiers, the website that referred you to our website, the web pages you view (including the date and time you viewed them), the services or functionality you access or use (including the date and time of your access or use), and the subject of the ads you click or scroll over.
- Location Information, which may include general information about the location of your device based on your IP address.



- **Cookies and Similar Technologies.** We and our service providers may use “cookies” and other technologies to collect data that enable us to better understand and improve the usability, performance and effectiveness of our Services. For instance, we may use session cookies (which expire once you close your browser) or persistent cookies (which stay on your mobile device until you delete them) to provide you with a more personal and interactive experience on our Services.

.Please note that you can change your settings to notify you when a cookie is being set or updated, or to block cookies altogether. Please consult the “Help” section of your browser for more information (e.g., Microsoft Edge, Google Chrome, Mozilla Firefox, or Apple Safari). By blocking any or all cookies, you may not have access to certain features or offerings of the Services.

Information We Collect From Third Parties

When you interact with our social media pages, such as by “liking” our page or posting comments or replies to our content, we may collect certain information about you, consistent with your privacy settings on that platform. We also may collect publicly available data, such as from social media sites. If you do not wish for us to collect information from these third parties, please do not interact with us via third-party platforms. We may also collect information about you that you have posted publicly, such as on business networking websites. For a description on how these third parties handle and disclose your information, please refer to their privacy policies and terms of use, which may permit you to modify your privacy settings. We may combine information that we collect from or about you with information about you that we obtain from such social media and other content platforms.

What We Do With Your Information.

We may use your information:

- To advise, guide, provide, operate, administer, and troubleshoot the Services to you, including to create your account, match you with a provider, and facilitate the delivery of our Services.
- To process a payment for a service or product that you purchased.
- To respond to your inquiries, including through third-party platforms.



- To provide information on products and services you request or have a representative contact you regarding our products or services.
- To review customer feedback that you requested or asked us to review. To analyse usage patterns and performance of our Services
- To market our products and services to you, including, but not limited to, contacting you about new product lines, product updates, details of current and future projects, and quality and technical issues.
- To administer surveys and special promotions.
- In accordance with applicable legal requirements, to allow us and our advertising partners to personalize your experience when using the Services and on third-party platforms, including through targeted offers and ads on our websites, third-party sites, and via email or text message
- To conduct internal research, reporting, and data analytics.
- To enable third parties or agents to help Refreshedwithin maintain the Services, analyse how users use the Services, or provide other administrative services to Refreshedwithin.
- To comply with applicable laws and regulations.
- To protect or defend Refreshedwithin legal rights or property.
- To enforce the legal or contractual terms that govern your use of the Services and our products and services.
- For other disclosed purposes to which you consent.
- As required or permitted by law.

We may also combine information that we collect from you with information we obtain about you from third parties. We may aggregate and/or de-identify any information collected through the Services. We may use de-identified and/or aggregated data for any purpose, including without limitation for research and marketing purposes and to improve users' experience on the Services, and may also disclose such data to any third parties.

Please note that if your access to the Services is sponsored by your employer and/or provided for under your health plan, at the request of your employer or health plan, we may disclose information that you provide to us, or that we otherwise collect, through the Services with your employer, health plan and/or third party service providers of your employer or health plan. Any such information will be provided in accordance with applicable laws, including without limitation the Health Insurance Portability and Accountability Act of 1996, and regulations issued thereunder, as may be amended from time to time (commonly referred to as "HIPAA").

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How We Disclose Information to Third Parties.

If you invite family, friends or other third parties to be join your session/appointments with your Nurse practitioner, they will have access to the information disclosed during that session. We cannot control whether or how these participants will use your information or if they will subsequently disclose it. If you do not consent to the disclosure of this information to these third parties, you should not invite them to join in the sessions/appointments.

We may use third parties to provide products, services or support our business or collaborate with third parties with respect to development, promotion or other business activities related to a particular product or service. As a result, we may disclose information that we collect or you provide to contractors, Business Associates (as defined under HIPAA), service providers and other third parties for the purposes of providing the services as outlined above in "What We Do With Your Information," provided such third parties have agreed to comply with this Privacy Policy or substantially equivalent terms. We may also we disclose your information to our subsidiaries and affiliates; to a third party in connection with a merger, divestiture, restructuring, reorganization, dissolution, sale or transfer of some or all of our assets or other similar corporate transactions or in connection with a bankruptcy, liquidation or similar proceeding.

We may also release your information to third parties as required by law, when we have a good faith belief that disclosure is necessary to comply with a legal or regulatory requirements, judicial proceeding, court order or legal process served on us, to protect the safety, rights or property of patients, customers, the public or the Company or defend the Company and its officers, directors, employees, attorneys, agents, contractors and partners, in connection with any legal action, claim, or dispute.

If you consent, we may disclose your information publicly or to third parties, such as if you agree to provide a product or service review and have that content attributed to you.

Online Analytics and Advertising

Online Analytics

We may use third-party web analytics services on our Services, such as those of Google Analytics. These vendors use the sort of technology previously described in the “Information We Collect From You” section to help us analyze how users use the Services, including by noting the third-party website from which you arrive. The information collected by the technology will be disclosed to or collected directly by these service providers, who use the information to evaluate your use of the Services. We also use Google Analytics for certain purposes related to advertising, as described in the following section.

To prevent Google Analytics from using your information for analytics, you may install the Google Analytics Opt-out Browser Add-on by clicking [here](#).

Your Data Rights and Choices

Marketing Communications

In accordance with applicable law, Refreshedwithin may send you marketing and promotional emails. If you would like to opt out of email marketing, notify us at refreshedwithin@hotmail.com or follow the unsubscribe instructions in the email. Please note that even though you may opt-out of receiving marketing-related communications from us, we may still send you important administrative and transactional messages (e.g., notifications regarding updates to our legal terms).

Rights Regarding Your Information

Depending on your jurisdiction, you may have the right, in accordance with applicable data protection laws, to make requests related to your “personal information” or “personal data” (as such terms are defined under applicable law, and collectively referred to herein as “personal information”). Specifically, you may have the right to ask us to:

- Inform you about the categories of personal information we collect or disclose about you; the categories of sources of such information; the business or commercial purpose for collecting your personal information; and the categories of third parties with whom we disclose personal information.



- Provide you access to and/or a copy of certain personal information we hold about you.
- Correct or update personal information we hold about you.
- Delete certain personal information we have about you.
- Provide you with information about the financial incentives that we offer to you, if any.
- Restrict or object to certain uses of your information.
- Opt you out of the processing of your personal information for purposes of profiling in furtherance of decisions that produce legal or similarly significant effects, if applicable.

Please note that certain information may be exempt from such requests under applicable law. For example, we need certain information in order to provide the Services to you. To exercise any of these rights, you can email us at reefreshedwithin@hotmail.com with your name and type of request you are making. We will not discriminate against you for exercising these rights. You may be able to designate an authorized agent to make requests on your behalf. In order for an authorized agent to be verified, you must provide the authorized agent with signed, written permission to make such requests or a power of attorney.

Depending on applicable law, you may have the right to appeal our decision to deny your request, if applicable. We will provide information about how to exercise that right in our response denying the request. You also have the right to lodge a complaint with a supervisory authority.

Notice of Right to Opt Out of Sales of Personal Information and Processing/Sharing of Personal Information for Targeted Advertising Purposes
You also have the right to opt out of “sales” of your information and “sharing/processing of your information for targeted advertising.”

As explained in the “Online Analytics and Advertising” section above, we provide information to third-party advertising providers for targeted advertising purposes or use advertising analytics partners to assist us in analyzing use of our services and our user/customer base. Under applicable law, the disclosure of your personal information to these third parties to assist us in providing these services may be considered a “sale” of personal information or the processing/sharing of personal information for targeted advertising purposes.

If you would like to opt out of the disclosure of your personal information for purposes that could be considered “sales” for those third parties’ own commercial purposes, or “sharing” or processing for purposes of targeted advertising, please visit the link available in the footer of our Services: “Your Privacy Choices.” Note that you will need to opt out on each device you use to access the Services.

Please note that we do not knowingly sell the personal information of any of our clients.

Information Security. We seek to safeguard your information and have implemented appropriate security measures consistent with accepted practices in the healthcare industry to protect the confidentiality of your information and limit access to it.

However, despite our efforts to protect your information, there is always some risk that an unauthorized third party may find a way around our security systems or that transmissions of your information over the Internet will be intercepted. Unfortunately, we cannot guarantee the absolute security of your information, nor can we guarantee that information that you provide will not be intercepted while being transmitted to us over the Internet. Therefore, we urge you to also take every precaution to protect your information when you are on the Internet or using the Services.

Data Retention. We will retain your information in for as long as needed for the purposes described in this Privacy Policy. There may be laws that require us to keep your information for specific time periods. If you opt out of email marketing, we maintain your email on our suppression list for an extended time to comply with your request. To dispose of your information, we may anonymise it, delete it or take other appropriate steps. Data may persist in copies made for backup and business continuity purposes for additional time

International Transfers. Personal Information collected from you may be stored and processed in the United Kingdom or any other country in which Refreshedwithin or its affiliates, subsidiaries, agents or contractors maintain facilities. The data protection laws and regulations applicable to your information transferred to the United Kingdom or these other countries may be different from the laws in your country of residence. We take appropriate steps to protect, process, and transfer your information only in accordance with this Privacy Policy and applicable law, which may include using standard contractual clauses or other transfer mechanisms.



Third Party Websites. Please be aware that our website or Services may have links to third-party websites that may collect information about you. When you click on one of these third-party links, you are entering another website for which we have no responsibility. This Privacy Policy does not cover the information practices or policies of such third-party websites. We encourage you to read the privacy policies of all such websites since their privacy policies may be materially different than our Privacy Policy.

Changes. We may modify the terms of this Privacy Policy. When the Privacy Policy is changed, modified, and/or amended, the revised Privacy Policy will reflect the updated effective date. If we make a material change to the Privacy Policy, we will provide you with appropriate notice in accordance with legal requirements.

You should visit the companies pages periodically to review the Privacy Policy. By continuing to access and use the Services, you are confirming that you have read and understood the latest version of this Privacy Policy.

Refreshedwithin

Contact Us. If you have any questions or concerns about your privacy, you may contact us at reefreshedwithin@hotmail.com or ring us on 07572803937