

PRIVACY POLICY

Version 1.0

Last Updated __1-10-21__

Welcome to our website www.webhealer.net (the "Site"), we provide a web-based app that allows our users to create simple websites for their business and an online scheduling service for their clients (the "Services"). The Site and Services are owned and operated by PHD Interactive LTD T/A WebHealer ("we," "Company", "The Company").

We will be transparent with you about why and how we collect data.

PLEASE READ THIS PRIVACY POLICY CAREFULLY. BY ACCESSING OR USING THE SITE AND SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTAND, AND AGREE TO BE BOUND BY ALL THE TERMS OF THIS PRIVACY POLICY AND OUR TERMS AND CONDITIONS BY ACCESSING OR USING OUR SITE AND SERVICES, YOU SIGNIFY YOUR UNDERSTANDING OF THE TERMS SET OUT HEREIN.

We are committed to respect and protect the privacy of the personal information we obtain from you through our Site and use of the Services and we have created this Privacy Policy to inform you about how we collect, use and share your personal information, and about our privacy practices in general.

Our Site uses cookies and similar technologies. For more information please see the Cookies Section below.

The Site enables our users to create websites that are hosted on our servers. When that website are posted by our users, that website will link to this Privacy Policy, and this Privacy Policy applies. Notwithstanding the above, users of the Service must comply with all applicable personal data protection laws (include, but not limited to the Data Protection Act (UK) and GDPR) when collecting, processing, and storing any personal data.

When collecting, processing and storing information outside of our Site, our users must comply with data protection legislation and are responsible for such activities if they are not covered by this Privacy Policy.

We are always ready to address your questions and concerns regarding this Policy and our privacy practices. If you would like to contact customer service, please contact us at the email address at the end of this Policy.

We continually strive to find new ways to enhance your experience with the Services and we may modify this Privacy Policy from time to time to reflect changes in our privacy practices. You are encouraged to review this Privacy Policy periodically and to check the "Last Updated" date at the top of the Privacy Policy for the most recent version. If we make changes to this Privacy Policy, we will notify you here and in our sole discretion, through notice through the Site.

Data Processor

D Mac Loughlin

Company Address: Monomark House, Old Gloucester St, London, WC1N 3XX

Company No: **04402212**

Email: info @webhealer.net dot net

Data Processing

The Personal Data we gather from you helps us perform our contract and legal obligations, learn about your visit to the Site or use of the Services. We use this information to provide the Services to you, to better tailor the features, performance and support of our products and services, to answer your requests, questions and concerns, and to offer you additional information and opportunities. Thus, we use your personal information for business purposes.

"Personal Data" is any information that allows us (or others) to identify a person and would include (for example) your name, username, address, email address, IP address or phone number, location, image, as well as other non-public information that is associated with or directly linked to such information.

Non-personal "Usage Data" is anonymous data about your use of the Site that is tied to your computer and/or device through which you use the Site.

Personal Data that We Collect

The Company collects information about you, including information that directly or indirectly identifies you. We receive information in multiple ways, including when you record activities using the Service. There are also several opportunities for you to share information about yourself and your activities with The Company. Some examples are listed below.

Account information. This is the information you give us when you register for an account, create or modify your profile, set preferences, sign-up for or make purchases through the Site. We collect information such as name, email address, username, profile photo, country and language to help us secure access to The Company if you create an account. If you use your email address, we keep a record of your email to be able to identify you. Please note that we need to keep track of your preferences when selecting specific settings.

Payment details. We collect the credit card information that you provide us to fulfil contractual obligations. Also, we can request your billing address for the same purposes.

Use information. Data includes information related to the use of this Site and Services we offer: IP address, geographical location, browser type and version, operating system, referred source, length of visit, and page views and website navigation paths, as well as information about the timing, frequency and pattern of your use.

Third-Party Accounts. If you choose to sign up and log in to the Site using accounts you created with third-party services such as sign in with Facebook, Apple or Google (collectively, “Third-Party Accounts”) we will collect information that you agreed to make available such as name, email address and profile information. This information is collected by the Third-Party Account provider and is provided to the Company under their privacy policies. You can generally control what information they share with us by using their privacy settings.

Contact information. If you chose to provide us with your contact information, for example by emailing us, we will use this to respond to support requests and comments.

Use across our services. We may combine information we collect from you with information obtained from other users, third parties and information derived from any other subscription, product or service we provide.

Technical information. We collect technical information from the devices and browsers you use to access The Company. This information is used to analyze trends and protect and secure The Company. The information collected includes network information; including operating system, browser, IP addresses, location, timestamps, log files, etc.

User's Clients Data. This is the information entered into the system from the clients of the user when they use the Services to make a booking, such as a name, surname, email address, phone number, etc. The Company has no direct relationship with the user's clients whose Personal Data it may host as part of the User's Clients Data. Each user is responsible for complying with applicable data protection laws and providing notice to its clients and third persons concerning the purpose for which user collects their Personal Data and how this Personal Data is processed in or through the Service as part of User's Clients Data.

Use of the Personal and Usage Data that We Collect

We use, process, and store your Information as necessary to perform our contract with you and for our legitimate business interests, including:

- To help us provide and administer our Site and Services, authenticate users for security purposes, provide personalized user features and access, process transactions (billing), conduct research, develop new features, and improve the features, algorithms, and usability of our Site and Services.
- To communicate with you about your use of our Site and Services, product announcements, and software updates, as well as respond to your requests for assistance, including providing account verification support if you're having difficulty accessing your account.
- To show and/or send you direct marketing emails and special offers about The Company, from which you can unsubscribe at any time.

- To display user content associated with your account.
- To calculate aggregate statistics on the number of unique devices using our Site and Services, and to detect and prevent fraud and misuse of those.

Usage Data may be used by us for administrative, analytical, research, optimization, security and other purposes. Specifically, we may use your Usage Data to help us learn more about your activities, personalize your content, compile statistics, respond to customer service inquiries, provide security and otherwise enhance your experience. Usage Data may also be used to help us provide you with advertising that better suits your interests.

Geolocation information will be used to determine the jurisdiction in which you're located so we can determine what set of laws apply to you.

Your device ID may be used so we can send you push notifications (if you choose to allow that function) and track your use of our Site so that we can better understand your preferences and tendencies which will help us best personalize your experience and provide you offers and notifications that are tailored to you.

The Company may provide bulletin boards, blogs, or chat rooms on the Site. Any personal information you choose to submit in such a forum may be read, collected, or used by others who visit these forums and may be used to send you unsolicited messages. The Company is not responsible for the personal information you choose to submit in these forums.

The Company posts a list of users and testimonials on the Site that contain information such as user names and titles. The Company obtains the consent of each user before posting any information on such a list or posting testimonials.

User Data

The Company's users may electronically submit data or information to the Services for hosting and processing purposes ("User Data"). The Company will not review, share, distribute, or reference any such User Data, or as may be required by law. The Company may access User Data only to provide the Services or prevent or addressing service or technical problems or as may be required by law.

The Company acknowledges that user's clients have the right to access their personal information. If personal information about the user's client as an individual has been submitted to us by a Company user and you wish to exercise any rights user's client may have to access, correct, amend, or delete such data, please inquire with our user directly. Because The Company personnel have limited ability to access User Data submitted to our Services, if user's client wishes to make their request directly to The Company, please provide the name of the Company user who submitted user's client data to our Services. We will refer that request to our users and will support them as needed in responding to your user's client request within a reasonable timeframe.

Service Providers

We may employ third party companies and individuals to facilitate our Service (“**Service Providers**”), provide Service on our behalf, perform Service-related services or assist us in analysing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualise and personalise the ads of its advertising network.

For more information on the privacy practices of Google, please visit the Google Privacy Terms web page: <https://policies.google.com/privacy?hl=en>

We also encourage you to review Google's policy for safeguarding your data: <https://support.google.com/analytics/answer/6004245>.

Behavioral Remarketing

The Company uses remarketing services to advertise on third party websites to you after you visited our Service. We and our third-party vendors use cookies to inform, optimise and serve ads based on your past visits to our Service.

Google Ads (AdWords)

Google Ads (AdWords) remarketing service is provided by Google Inc.

You can opt-out of Google Analytics for Display Advertising and customize the Google Display Network ads by visiting the Google Ads Settings page:

<http://www.google.com/settings/ads>

Google also recommends installing the Google Analytics Opt-out Browser Add-on – <https://tools.google.com/dlpage/gaoptout> – for your web browser. Google Analytics Opt-out Browser Add-on provides visitors with the ability to prevent their data from being collected and used by Google Analytics.

For more information on the privacy practices of Google, please visit the Google Privacy Terms web page: <https://policies.google.com/privacy?hl=en>

Facebook

Facebook remarketing service is provided by Facebook Inc.

You can learn more about interest-based advertising from Facebook by visiting this page: <https://www.facebook.com/help/164968693837950>

To opt-out from Facebook's interest-based ads, follow these instructions from Facebook: <https://www.facebook.com/help/568137493302217>

Facebook adheres to the Self-Regulatory Principles for Online Behavioural Advertising established by the Digital Advertising Alliance. You can also opt out from Facebook and other participating companies through the Digital Advertising Alliance in the USA <http://www.aboutads.info/choices/>, the Digital Advertising Alliance of Canada in Canada <http://youradchoices.ca/> or the European Interactive Digital Advertising Alliance in Europe <http://www.youronlinechoices.eu/>, or opt-out using your mobile device settings.

For more information on the privacy practices of Facebook, please visit Facebook's Data Policy: <https://www.facebook.com/privacy/explanation>

Lucky Orange

We use the Lucky Orange analytics system to help improve usability and the user experience. Lucky Orange may record mouse clicks, mouse movements, and scrolling activity. Lucky Orange may also record keystroke information that is voluntarily entered on this website. Lucky Orange does not track this activity on any site that does not use the Lucky Orange system. You can choose to disable the Lucky Orange Service at <http://www.luckyorange.com/disable.php>. Note that doing so will disable other features of the Lucky Orange system that this site employs.

For more information please visit <https://www.luckyorange.com/>

Payments

We may provide paid products and/or services within Service. In some cases, we use third-party services for payment processing (e.g. payment processors).

If payment details are provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. We or our service providers adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, etc.

Data Storage and Retention

Information submitted to the Company will be transferred to, processed, and stored in the United Kingdom and/or Germany. When you use the Services on your computing device, the user content you save will be stored locally on that device and synced with our servers. If you post or transfer any information to or through our Site and Services, you are agreeing to such information, including Personal Data and user content, being hosted and accessed in the United Kingdom. Please note that the laws of the United Kingdom may be different from the privacy laws applicable to the place where you are resident.

We take measures to delete your Data or keep it in a form that does not permit identifying you when this information is no longer necessary for the purposes for which we process it unless we are required by law to keep this information for a longer period. When determining the specific retention period, we take into account various criteria, such as the type of service provided to you, the nature and length of our relationship with you, and mandatory retention periods provided by law and the relevant statute of limitations.

Transfer of Data

Your information, including Personal Data, may be transferred to – and maintained on – computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction.

If you are located outside European Economic Area (EEA) and choose to provide information to us, please note that we transfer the data, including Personal Data, to EEA and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Disclosure of the Personal Data

We may transfer your Personal and Usage Data to our affiliated entities, but such information shall continue to be governed by this Privacy Policy.

Except as otherwise stated in this Privacy Policy, we do not trade, rent, or share your Personal Data with third parties and we will not disclose financial information that is part of your Personal Data unless you ask us to do so.

We may share your Data with third parties to provide you with the products and services that we offer you through the Site for payment processing, shipping and distribution processing, account inquiries, and marketing analytics. These third parties are required not to use your Data other than to provide the products and services requested by the Company and are bound by confidentiality agreements concerning their use of such information.

You expressly consent to the sharing of your Personal Data with our contractors and third-party service providers to provide products, services and interest-based advertising to you.

Usage Data in aggregated, anonymous form may be shared with third parties who assist us with our internal operations such as administration, analytics, research, and optimization.

If another company acquires our company or our assets, that company will possess the Personal Data collected by us and it will assume the rights and obligations regarding your Personal Data as described in this Privacy Policy.

Regardless of any choices you make regarding your Personal Data (as described below), we may disclose your Personal Data if we believe in good faith that such disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on the Company; (b) to protect and defend the rights or property of the Company, our users and/or others; (c) lawful requests by public authorities, including to meet national security or law enforcement requirements; (d) take action against illegal activity, suspected abuse; (e) unauthorized use of the Site.

Subject to your privacy settings, your information and content may be publicly accessible.

Your Privacy Rights

Upon request, the Company will provide you with information about whether we hold any of your personal information. You may access, correct, or request deletion of your personal information by logging in to your account and updating your personal information and confirming it by selecting the 'Save' button or contacting us at info at webhealer . net We will respond to your request within a reasonable timeframe.

Please note, this right is subject to certain exceptions, including if we need to comply with a legal obligation or complete a transaction for which we collected the information.

The Company acknowledges that you have the right to access your personal information.

The Company has no direct relationship with the individuals whose Personal Data it processes.

An individual who seeks access, or who seeks to correct, amend, or delete inaccurate data should direct their query to the client support at info at webhealer . net. If requested to remove data, we will respond within a reasonable timeframe. We will retain the Personal Data we process on behalf of our clients for as long as needed to provide the Services to our users.

You have the right to access information held about you. You also have the right to ask us to update and correct any out-of-date or incorrect personally identifiable information that we hold about you free of charge.

Please note that we will try to verify your identity via the email address or other information such as the phone number that is associated with your request before deleting your account and your personal information. If another person makes this request on your behalf, please note that we will verify your identity and require them to prove that they have your written authorization to request on your behalf.

Your Data Protection Rights Under General Data Protection Regulation (GDPR)

If you are a resident of the European Union (EU) and European Economic Area (EEA), you have certain data protection rights, covered by GDPR. See more at <https://eur-lex.europa.eu/eli/reg/2016/679/oj>

We aim to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data.

If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please email us at info at webhealer . net

In certain circumstances, you have the following data protection rights:

- the right to access, update or to delete the information we have on you;
- the right of rectification. You have the right to have your information rectified if that information is inaccurate or incomplete;
- the right to object. You have the right to object to our processing of your Personal Data;
- the right of restriction. You have the right to request that we restrict the processing of your personal information;
- the right to data portability. You have the right to be provided with a copy of your Personal Data in a structured, machine-readable and commonly used format;
- the right to withdraw consent. You also have the right to withdraw your consent at any time where we rely on your consent to process your personal information;

Please note that we may ask you to verify your identity before responding to such requests. Please note, we may not be able to provide Service without some necessary data.

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

We're confident that we have an impenetrable security infrastructure in place. However, we are committed to being fully transparent and notifying the supervisory authority and all affected parties according to the GDPR requirements, in case of a breach.

Cookies

Our Site uses cookies. If you have agreed, in addition to mandatory and performance cookies that ensure the functioning and aggregated statistics of the Site, other cookies for analytical and marketing purposes may be placed on your computer or other devices from which you access our webpage.

This Cookie Policy describes what types of cookies we use on our Site and for what purposes.

What are Cookies?

Cookies are small text files created by the website, downloaded to and stored on any internet-enabled device—such as your computer, smartphone or tablet—when you visit our homepage. The browser you're on uses the cookies to forward information back to the website at each subsequent visit for the website to recognize the user and to remember the user's choices (for example, login information, language preferences and other settings). This can make your next visit easier and the site more useful to you.

What Types of Cookies do We Use and for What Purposes do We Use Them?

We use different types of cookies to run our Site.

The cookies indicated below may be stored in your browser.

Mandatory and performance cookies. These cookies are necessary for the website to function and will be placed on your device once you access the website. Most of these cookies are set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. These cookies provide convenient and complete use of our Site, and they help users efficiently use the website and make it personalized. These cookies identify the user's device insofar, so we would be able to see how many times our Site is visited, but do not collect any additional personally identifiable information. You can set your browser to block or alert you about these cookies, but some parts of the site will then not work. These cookies do not store any personally identifiable information and are stored on the user's device until the end of a session or permanently.

Analytical cookies. These cookies collect information about how users interact with our Website, for example, to determine which sections are most frequently visited and which services are most often used. The collected information is used for analytical purposes to understand the interests of our visitors and how to make the Website more user friendly. If you do not allow these cookies we will not know when you have visited our site and will not be able to monitor its performance. For analytical purposes, we may use third-party cookies. These cookies are stored on the user's device for as long as set by the third-party cookie provider (ranging from 1 day to permanently).

Marketing and targeting cookies. These cookies collect information about how users interact with our Site, for example, to determine which sections are most frequently visited and which services are most often used. Before you agree to the use of all cookies, we will only collect anonymous data regarding the access of the Site. The collected information is used for analytical purposes to understand the interests of our users and how to make the webpage more user friendly. For analytical purposes, we may use third-party cookies. These cookies are stored permanently on the user's device.

Third-party cookies. Our Site uses third party services, for example, for analytics services so we would know what is popular in our Website and what is not, thus making the website more usable. You can learn more about these cookies and their privacy policy by visiting the websites of respective third parties. All information processed from third-party cookies is processed by the respective service providers. At any point in time, you have the right to opt out from data processing by third party cookies.

For example, we may use Google Analytics cookies to help measure how users interact with our Website content. These cookies collect information about your interaction with the Website, such as unique visits, returning visits, length of the session, actions carried in the webpage, and others.

List of Cookies

#	Name	Provider/Source	Purpose	Type	Expiry
1	_ga	webhealer.net	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	HTTP	2 years
2	_gid	webhealer.net	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	HTTP	1 day
3	_pk_id#	webhealer.net	Collects statistics on the user's visits to the website, such as the number of visits, average time spent on the website and what pages have been read.	HTTP	1 year
4	_pk_ses#	webhealer.net	Used by Piwik Analytics Platform to track page requests from the visitor during the session.	HTTP	1 day
5	collect	google-analytics.com	Used to send data to Google Analytics about the visitor's device and behaviour. Tracks the visitor across devices and marketing channels.	Pixel	Session
6	__fb_chat_plugin	webhealer.net	Used to track the user's interaction with the website's Facebook chat widget.	HTML	Persistent
7	_fbp	webhealer.net	Used by Facebook to deliver a series of advertisement products such as real-time bidding from third-party advertisers.	HTTP	3 months
8	common/cavalry_endpoint.php	facebook.com	Collects data on visitor behaviour from multiple websites, to present the more relevant advertisement. This also allows the website to limit the number of times that they are shown the same advertisement.	Pixel	Session
9	messaging_plugin_https://www.webhealer.net/_106530831185783	facebook.com	Used to track the user's interaction with the website's Facebook chat widget.	HTML	Persistent
10	tr	facebook.com	Used by Facebook to deliver a series of advertisement products such as real-time bidding from third-party advertisers.	Pixel	Session

Managing Cookies

We strive to give you choices about how your personal information is used. We do not sell, trade, or otherwise transfer the information we collect from you to unaffiliated third parties. We do, however, share the information we collect from you with trusted third parties who assist us in operating our Site, conducting our business, or providing

the Service to you, provided that those parties agree to keep your information confidential and secure.

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);
- <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
- <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- <https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac> (Safari); and
- <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

Blocking all cookies will harm the usability of many websites.

If you block cookies, you will not be able to use all the features on our Website.

For more information please visit <http://www.aboutcookies.org>

Our Policy on “Do Not Track” Signals

We honour Do Not Track signals and do not track plant cookies, or use advertising when a Do Not Track browser mechanism is in place. Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked.

You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

Minors

While the Site may be visited by children, we do not knowingly collect or use any Personal Data from children under the age of 13 and hereby specifically prohibit any user under the age of 13 from providing us with any Personal Data. If you are a parent of a child under 13 years of age and you believe your child has provided us with Personal Data, please contact us at info@webhealer.net and we will delete the information from our IT system.

We may collect a device ID or other persistent identifier linked to the device or computer that may be used by a child to use our Site. The data collected will be anonymous and not tied to any Personal Data. In addition, this data will be used solely for internal purposes such as personalization of content, security, and contextual (not behavioural) advertising.

If you are between the age of 13 and 18, please obtain your parents' or guardians' permission before registering with our Site or providing us with any Personal Data.

Security

It is entirely your choice whether or not you provide Personal Data to us. We and/or our third-party partners have put in place physical, electronic, and managerial procedures to attempt to safeguard and help prevent unauthorized access, maintain data security and correctly use the Personal Data collected through the Site. We take or obligate applicable third parties to take, reasonable precautions to protect our users' Personal Data against loss, misuse, unauthorized disclosure, alteration, and destruction.

However, please remember that no transmission of data over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your Personal Data, we cannot ensure or warrant the security of any information that you transmit to us or from us, and you do so at your own risk. We cannot ensure or warrant the security of any information you transmit to us by email and you do so at your own risk.

When we use third parties to assist us in processing your Personal Data or credit card information, we take reasonable steps to require that they comply with this Privacy Policy and otherwise protect your Personal Data (including any credit card information).

If there is a breach of security involving your Data from our Site, we will inform you immediately and take commercially reasonable steps to rectify such breach.

If you believe your Personal Data is being improperly used by us or any third party, please immediately notify us via email at info@webhealer.net

In the event you choose to establish an account with us, you should not share your login information with anyone.

External Sources

Our Site may link to external sites beyond our control. This Privacy Policy covers only the way we treat the Personal Data and Usage Data we collect on our Site. By accessing any external sites, you are agreeing to the privacy policies of those sites.

Please note that the external sites may have different policies concerning the collection, use and disclosure of your Personal Data. We have no control over and are not responsible for the privacy practices of such third parties. Therefore, you are encouraged to review the privacy policies of all third-party websites or apps. Without limiting anything in the following section, we are not liable in any way for the actions, inactions or policies of any external websites or apps.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

By email: info at webhealer net

Our representative within the UK and EEA concerning our obligations under data protection law is “The Director” and you can contact our representative by emailing us at the above email address