

watchdoq privacy notice for reviews and ratings

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What information does watchdoq.com collect about me?

watchdoq.com is an online healthcare platform with an objective to help, guide and educate patients to make informed decisions before visit a hospital or doctor. We believe that quality care depends on the right doctor, hospital and facility. We ask for certain personal information which is displayed on the website, This helps us to provide the right services to the patients. (All watchdoq.com visitors may browse the site, search Doctor/Hospital details, and find

reviews about them, compare surgery cost or features our site has to offer without entering any personal information.)

Information Collected/Tracked by watchdoq.com

1. Information users submit
2. Information not directly submitted.

This is the one of the credible source of healthcare information that bring to you by experienced patients and survivors. We ensure that the truth behind information reaches you. Unbiased Reviews.

This is the most reliable source of healthcare information and services that you can rely on. To know more click [here](#)

WHY THIS INFORMATION IS IMPORTANT

Please read this Information carefully to understand how we use your personal information.

What is Personal data

personal information is information about an recognizable individual; while anonymous data about an individual is not considered as personal information.

This Privacy Information applies when we control the purposes for which your personal information is obtained and when we collect your personal information to refer or connect you to an appropriate

healthcare service provider (Hospital, doctor, diagnostic center etc); it does not apply when we process personal information on behalf of other who controls how your personal information is used.

This Privacy Policy applies to personal data about:

- service providers who register or open an account with us;
- service providers who are reviewed or rated on our public website;
- patients and caregivers who provide us with a review or feedback, rating on our website or require to be referred or connected to a healthcare service provider;
- Family members of any patient or caregivers who provides us with a review or feedback, rating on our website and who is under 14 years old;

Providers include doctors, hospitals, pharmacists and other healthcare professionals.

Our public website is www.watchdoq.com.

This Privacy Information does not apply to:

- individual contacts at organisations who are our customers, prospects or suppliers.

Data Protection law obliges us to:

1. use your personal information lawfully, fairly and in a transparent way;
2. collect your personal information only for valid purposes which we have clearly explained to you and not use your personal information in any way which is incompatible with those purposes;
3. collect and hold personal information which is relevant to the purposes we have told you about and limited only to those purposes;
4. keep your personal information accurate and up to date;
5. keep your personal information only for as long as is necessary for the purposes we have told you about; and

6. keep your personal information securely.

HOW WE OBTAIN YOUR PERSONAL INFORMATION

Patients, caregivers and other reviewers

We collect personal information from you when you provide us with a review or feedback and rating.

We collect personal information from you when you request to be connected to a healthcare service provider.

Family members and other caregivers

We collect personal information from you when you assist a patient to provide us with a review or feedback and rating , review on behalf of a patient.

If you are caregiver or family member of a patient, please do not send us information about yourself, e.g. your age, gender, healthcare experience. Our intention is to collect and process personal data about the patient.

We use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to our website. This information is processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identity of anyone visiting this website.

WHAT TYPE of PERSONAL INFORMATION WE USE and HOW WE USE THEM

The types of personal information we collect and use, the purposes for which we use your personal information, and the lawful bases we rely on to allow us to use your personal information in that way are set out below.

Where the lawful basis is our legitimate interests or the legitimate interests of a third party, we have also indicated what those interests are.

We may have more than one lawful basis for using your personal information.

TYPE OF personal information

HOW WE USE THAT DATA

THE LAWFUL BASIS FOR OUR PROCESSING THAT DATA

Patients, caregivers and others who provides a review, rating or feedback on watchdoq

Name, including title

To contact you regarding your request to be connected to a healthcare provider

Your explicit consent

Email address (where you are 13 years old or more)

To check your identity

Our legitimate interests in ensuring that reviews, ratings and feedback are not spurious

The legitimate interests of the public in having access to reliable information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to reliable information

To contact you to discuss your review, rating or feedback

Our legitimate interests in publishing reviews, ratings and feedback which are reliable

The legitimate interests of the public in having access to reliable information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to reliable information

To investigate actual or suspected misuse of our services or any actual or suspected unlawful activity

Our legitimate interests in making sure that our services are not misused

To send you emails about watchdoq's products and services

Your explicit consent

To contact you regarding a request to be connected to a healthcare provider

Your explicit consent

Telephone number

To contact you regarding your request to be connected to a healthcare provider

Your explicit consent

Your IP address (where you are 13 years old or more)

To check your identity

Our legitimate interests in ensuring that reviews, ratings and feedback are not spurious

The legitimate interests of the public in having access to reliable information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to reliable information

To collect ratings, reviews and feedback electronically

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to reliable information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to reliable information

Your age

To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose

Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties

The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results

Your gender

To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose

Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties

The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results
The hospital or nursing home attended
To publish information about hospitals and nursing homes
Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about hospitals and nursing homes

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to information
Other information provided about you in any review or feedback you have provided
To publish information about clinicians, healthcare providers and pharmaceuticals
Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to information

Parents and Guardians of patients and reviewers who are under 13 years old

Your IP address
To check your identity
Our legitimate interests in ensuring that reviews, ratings and feedback are not spurious

The legitimate interests of the public in having access to reliable information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to reliable information
To collect ratings, reviews and feedback electronically
Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to information
Your email address

To send you emails about watchdoq's products and services

Your explicit consent

Caregivers

Your IP address

To check your identity

Our legitimate interests in ensuring that reviews, ratings and feedback are not spurious

The legitimate interests of the public in having access to reliable information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to reliable information

To collect ratings, reviews and feedback electronically

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to reliable information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to reliable information

Your email address

To send you emails about watchdoq's products and services

Your explicit consent

Family members of patients/reviewers

Your IP address

To check your identity

Our legitimate interests in ensuring that reviews, ratings and feedback are not spurious

The legitimate interests of the public in having access to reliable information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers in the public having access to reliable information

To collect ratings, reviews and feedback electronically

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to reliable information about doctor, hospitals, diagnostic centers, nursing homes and other healthcare providers

The legitimate interests of doctor, hospitals, diagnostic centers, nursing

homes and other healthcare providers in the public having access to reliable information

Your email address

To send you emails about watchdoq's products and services

Your explicit consent

Doctors

Your name

To allow you to register or open an account with watchdoq

Our legitimate interests in publishing reviews, ratings and feedback

To publish information about you on our public website

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about doctor, and the healthcare providers for whom you work

Your legitimate interests in providing information to your patients and the public

Your professional body and your registration number with that body

To check your identity and status

Our legitimate interests in publishing accurate views, ratings and feedback

The legitimate interests of the public in having access to reliable information about doctor, and the healthcare providers for whom you work

Your and your practice's or employer's legitimate interests in providing reliable information to your patients and the public

Your email address

To manage your registration or account with us

Our legitimate interests in managing our business

To alert you to new ratings, reviews and feedback

Our legitimate interests in publishing accurate reviews, ratings and feedback

The legitimate interests of the public in having access to reliable information about doctor, and the healthcare providers for whom you work

Your and your practice's and employer's legitimate interests in providing accurate information to your patients and the public

To send you emails about watchdoq's products and services

Your explicit consent or, where the law allows us to send you marketing emails without your consent, our legitimate interests in marketing and developing our products and services

Type of doctor you are

To publish information about you on our public website

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about doctor, and the healthcare providers for whom you work

Your legitimate interests in providing information to your patients and the public

Your workplace

To publish information about you on our public website

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about doctor, and the healthcare providers for whom you work

Your legitimate interests in providing information to your patients and the public.

Your speciality

To publish information about you on our public website

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about doctor, and the healthcare providers for whom you work

Your legitimate interests in providing information to your patients and the public.

Your biographical details

To publish information about you on our public website

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about doctor, and the healthcare providers for whom you work

Your legitimate interests in providing information to your patients and the public.

Your image

To publish information about you on our public website

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about doctors, and the healthcare providers for whom you work

Your legitimate interests in providing information to your patients and the public.

Ratings and reviews which relate to you and feedback on you

To publish information about you on our public website

Our legitimate interests in publishing reviews, ratings and feedback

The legitimate interests of the public in having access to information about doctors, and the healthcare providers for whom you work

Your legitimate interests in providing information to your patients and the public.

Your address

To deliver specific watchdoq products and services to a personal address that you provide to us, e.g. business cards, certificates of excellence

To enable us to perform a contract with you to deliver watchdoq services to you

Criminal convictions and offences: We do **not** collect any data about criminal convictions and offences.

Derived data: We derive information about you by combining the information we hold about you with other data sets such as, if you are a doctor, your professional registration data.

Aggregated Data: We collect, use and share aggregated data such as statistical or demographic data for any purpose, including research and statistical analysis.

Aggregated Data may be derived from your personal information but is not personal information because it does **not** directly or indirectly identify you.

If we combine or connect any aggregated data with your personal information so that you can be identified, the combined data will be used in accordance with this Privacy Notice.

SPECIAL CATEGORIES OF personal information

The special categories of personal information we collect and use, the purposes for which we use that personal information, the legal bases we rely on to allow us to use your personal information in that way and further justification for using that personal information are set out in the table below.

TYPE OF SPECIAL CATEGORY OF personal information
HOW WE USE THAT DATA
THE LAWFUL BASIS AND JUSTIFICATION FOR OUR PROCESSING THAT DATA
Ethnicity of patient/ reviewer

To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose.
Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties.

The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results.

Your explicit consent, should we wish to use the data in any form which is not anonymised.

Sexuality of patient/reviewer

To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose
Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties

The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results

Your explicit consent, should we wish to use the data in any form which is not anonymised

Health of patient/reviewer

To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose
Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties

The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results

Your explicit consent, should we wish to use the data in any form which is not anonymised

To identify the appropriate healthcare provider(s) to contact you regarding your request to be connected to a healthcare provider

Your explicit consent

Type of wheelchair used by patient/ reviewer (where the patient/reviewer is 13 years old or more)

To carry out research or statistical analysis, but we will always anonymise your data when we use it for that purpose
Our legitimate interests in carrying out research and statistical analysis and making the results (aggregated data) available to third parties

The legitimate interests of the public and organisations in the healthcare and pharmaceutical sectors in having access to those results

Your explicit consent, should we wish to use the data in any form which is not anonymised

YOUR CONSENT

If you are identified or identifiable, we will not process special categories of your personal information without your explicit consent. If we ask for your consent, we will provide you with full details of the special category personal information we would like to process and the reason we need to process it, so that you can consider whether or not you are willing to give your consent.

You will always be free to withhold that consent and, once you have given it, to withdraw it at any time.

CHANGE OF PURPOSE

We will use your personal information only for the purposes for which we collected it, unless:

- a. we reasonably consider that we need to use it for another purpose and that purpose is compatible with the original purpose; or
- b. we anonymise your personal information and use it for research or statistical purposes.

For an explanation as to how use of your personal information for a new purpose is compatible with the original purpose, please email us at hello@watchdoq.com

If we intend to use your personal information (except anonymised and aggregated) for an unrelated purpose, we will contact you to explain the legal basis which allows us to use your personal information for that unrelated purpose.

MARKETING

Unless you have requested us not to do so, we may send marketing materials to you at your home or work address. You have the right to opt out of this at any time. Please see [Your Rights](#).

We may send emails to you to market our products and services which are similar to those which you have previously acquired or negotiated to acquire, but you can always opt out.

Otherwise we will not send marketing materials to you at your email address unless we have your specific consent (which you can withdraw at any time).

AUTOMATED DECISION MAKING

We do not use information about you for the purposes of automated decision making or sentimental analysis.

SHARING YOUR personal information

We may share your personal information with:

- other data controllers. Please click [here](#) for a list of other data controllers with whom we, as a controller, currently share personal information. Those controllers will be obliged to provide you with information about what personal information they use, for what purposes and of their legal bases for processing your personal information, and to comply with the data protection legislation;
- a purchaser of watchdoq or of our business or any business assets - we may disclose your personal information to the prospective buyer(s) and its or their professional advisers and, if our business assets are sold, personal information will be one of the assets transferred;
- any business with which we merge or merge part of our business;
- any company or business which we acquire;
- anyone we engage to process personal information for us, such as a provider of our IT systems. That person will be obliged to use your personal information only for our purposes, to process it only in accordance with our instructions and to have appropriate security measures in place to protect

your personal information. For a list of the people we currently use to process personal information for us please click [here](#);

- if necessary to obtain advice, to our professional advisers who owe an obligation of confidence to us;
- to law enforcement agencies, if we know of think that you or your employer are/is engaged in any illegal activity;
- anyone, if necessary to comply with any law or regulation; and
- anyone, if necessary to enforce our rights or to protect our property or to protect the rights or property of anyone else.

DATA SECURITY

We have appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will process your personal information only on our instructions and they are subject to a duty of confidentiality.

YOUR RIGHTS

In certain circumstances you have the right to:

Request access to your personal information: You have the right to receive confirmation of whether or not we are holding or using your personal information and, if we are, to obtain a copy of your personal information.

Request the correction of your personal information: You have the right to have any incomplete or inaccurate personal information we hold about you corrected. We may need to verify the accuracy of any new data you provide.

Request the erasure of your personal information (the right to be forgotten): You have the right to ask us to delete or remove personal information where we have no good reason to continue using it.

You also have the right to ask us to delete or remove your personal information where you have successfully exercised your right to object to our using it (see below), where we may have used your personal information unlawfully or where we are required to erase your personal information to comply with the law. We may not always be able to comply with your request for erasure for legal reasons which we will inform you about if you request erasure.

Request a restriction on the processing of your personal information: You have the right to ask us to suspend the processing of your personal information in the following circumstances:

- a. if you want us to establish the data's accuracy;
- b. where our use of your personal information is unlawful but you do not want us to erase it;
- c. where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- d. you have objected to our use of your personal information but we need to verify whether we have overriding legitimate grounds to use it.

Object to the processing of your personal information: You have the right to object, where we are relying on our legitimate interest (or that of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and

freedoms. In some cases, we may demonstrate that we have compelling legitimate grounds to process your personal information and that those grounds override your rights and freedoms.

Object to the use of your personal information for direct marketing purposes: You have the right to object where we are processing your personal information for direct marketing purposes.

Withdraw consent: Where you have given consent to our using your personal information for a specific purpose, you have the right to withdraw that consent at any time. Your withdrawal of consent will not affect the lawfulness of any use of your personal information based on your consent before you withdraw consent.

Request the transfer of your personal information (data portability): You have the right, where you provided your personal information to us, you gave consent to our using your personal information or we used that personal information to perform a contract with you and we have processed that data by automated means, to receive the personal information you have provided to us and to have us transmit that data to another person, if it is feasible to do so.

If you want to exercise any of the above rights please email at hello@watchdoq.com

We try to respond to all legitimate requests within a month. It may take us longer than a month if your request is complicated or you

have made a number of requests. In this case, we will notify you and keep you updated.

Normally you will not have to pay a fee to access your personal information or to exercise any other right, but, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in those circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information or to exercise any other right. This is to ensure that personal information is not disclosed to a person who has no right to receive it. We may also contact you to ask you for further information in relation to your request.

YOU ARE NOT OBLIGED TO PROVIDE US WITH ANY personal information

You may decide not to give us any personal information, but if you do not provide data which is necessary for us to provide a service or to verify your identity we may not be able to provide and you may not be able to use that service or we may not be able to comply with any request to exercise your rights if we are unsure about your identity.

LINKS TO OTHER WEBSITES

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections

may allow third parties to collect or share data about you. We do not control those third-party websites and we are not responsible for their privacy policies or statements.

This Privacy Information does not apply to any website operated by a third party. If you visit a third party website, please read its Privacy Notice or privacy statement to find out how it uses your personal information.

COMPLAINTS AND ENQUIRIES

We take any complaints we receive very seriously. Please bring it to our attention if you think that our collection or use of your personal information is unfair, misleading or inappropriate.

We also welcome any suggestions for improving our procedures.

This Privacy Information was drafted with brevity and clarity in mind. It does not provide exhaustive details of our collection and use of personal information, but please feel free to contact us if you want any additional information or further explanation.

You have the right to make a complaint to the data protection supervisory authority in the country in which you live.

Please give us a chance to address your concerns before you contact the ICO or any other data protection supervisory authority.

HOW TO CONTACT US AND OUR DATA PROTECTION OFFICER

If you want to ask us about this Privacy Information, please email at hello@watchdoq.com

CHANGES TO THIS PRIVACY INFORMATION AND YOUR personal information

We keep this Privacy Information under review. It was last updated on 11th May 2022.

It is important that your personal information is accurate and up to date. Please let us know if your personal information changes.

Stay Connected

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