



Privacy & Cookies Policy

Version 1.0, May 2026

This policy explains, in plain English, what personal information NeuroFX collects, how we use it, and the choices you have. Neuro FX Ltd ("NeuroFX", "we", "us") is the data controller for your information. We are registered with the Information Commissioner's Office (ICO), registration number **ZB870010**. For any data protection question, contact info@neurofx.co.uk or 0333 533 3303.

The information we collect

- **Enquiry and booking details:** your name, contact details, and what you tell us when you call, message us, use the WhatsApp chat, or complete a referral or screening form.
- **Clinical information:** the health information you and, where relevant, your GP, school or family share for an assessment, and the assessment results and reports we produce.
- **Website information:** basic technical and usage data, collected through cookies and analytics, about how you use this website.

How we use it, and our lawful basis

- To respond to enquiries and to arrange and deliver your assessment and care. Our lawful bases are taking steps to enter a contract and, for health data, the provision of health care under UK GDPR Article 9(2)(h).
- To meet our clinical, regulatory and legal obligations (legal obligation).
- To understand and improve how this website performs (your consent, given through the cookie banner).

Cookies and similar technologies

When you first visit, our banner lets you accept or reject non-essential cookies. Essential cookies make the site work and are always on. With your consent, we also use:

- Analytics (such as Google Analytics) to understand how the site is used.
- Embedded tools that may set their own cookies: the WhatsApp chat, Google reviews, the Care Quality Commission registration widget, and YouTube video.

We do not load non-essential third-party tools until you accept. You can change your choice at any time by clearing this site's data in your browser.

Who we share it with

Your information is seen by the NeuroFX clinical team. With your consent, we share assessment outcomes with your GP, for example to arrange shared care. We may share information where the law requires it, or with our regulator, the Care Quality Commission. We use trusted service providers (for example secure hosting, messaging and analytics) who act only on our instructions. We never sell your data.

Storage, security and how long we keep it

Your information is stored securely and access is limited to those who need it. We keep clinical records in line with professional and NHS records-management standards, and we keep enquiry information only for

as long as we need it.

Your rights

Under UK data protection law you can ask to see the information we hold about you, correct it, ask us to delete it, object to or restrict how we use it, and request a copy in a portable format. To exercise any of these, contact info@neurofx.co.uk. You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk.

Contact us

Neuro FX Ltd, Bedford Consulting Rooms, 4 Goldington Road, Bedford, MK40 3NF.

Telephone: 0333 533 3303 Email: info@neurofx.co.uk Web: www.neurofx.co.uk

ICO registration: ZB870010 CQC provider: 1-22155172978