

# Privacy Policy

## How we protect and manage your personal data

Last updated: 20/4/2026

At **Javelo Health Limited**, we are committed to protecting and respecting your privacy. As a healthcare technology company, we understand that handling personal information carries a heightened responsibility. Protecting your data is not just a legal requirement for us — it is central to the trust placed in our products and services.

This Privacy Policy explains what personal data we collect, how we use it, how we keep it secure, and the rights you have in relation to your information. It is provided in accordance with the **UK General Data Protection Regulation (UK GDPR)** and other applicable data protection laws.

If you have any questions about this policy or how we use your personal data, please contact us at **admin@javelo.health**.

### 1. Who we are

In this policy, “we”, “us” and “our” refer to **Javelo Health Limited**, which acts as the data controller of your personal data.

Javelo Health Limited is a private limited company incorporated in Scotland on 11 November 2019 with company number **SC646795**. Our registered office is:

Suite 2, Ground Floor  
Orchard Brae House  
30 Queensferry Road  
Edinburgh  
EH4 2HS  
United Kingdom

We are registered with the Information Commissioner’s Office (ICO) under registration number **ZB811910**.

As a company operating in the healthcare sector, we are committed to ensuring that personal data is handled lawfully, fairly, and transparently.

### 2. The information we collect

We collect personal data in a number of ways depending on how you interact with us.

When you contact us, request a demonstration, register for training, or use our services, you may provide us with personal information such as your name, professional role, organisation, and contact details.

Where access to our products is limited to healthcare professionals, we may also collect information relating to your qualifications or professional registration in order to verify eligibility.

When you visit our website or use our digital services, we automatically collect certain technical information. This may include your IP address, browser type, device information, and how you interact with our website. This information helps us understand usage patterns and improve the performance and usability of our services.

We may also receive personal data from trusted third parties, including professional registries, business partners, or analytics providers, where this is necessary to support our services or meet regulatory requirements.

### **3. When we collect your information**

We collect personal data when you provide it to us directly, for example by completing a form, contacting us, or engaging with our services. We also collect information automatically through your use of our website, and in some cases receive information from third parties who support us in delivering our services.

### **4. How we use your information**

We use personal data for clearly defined purposes and only where we have a lawful basis to do so.

Most commonly, we use your information to provide and manage our services. This includes responding to enquiries, managing accounts, delivering training materials, and providing access to our products.

As a medical device company, we also use personal data to support product safety, quality assurance, and regulatory compliance. This may involve monitoring product performance, maintaining audit records, tracking training completion, and supporting product development and improvement. These activities are essential to ensuring that our products remain safe and effective in clinical settings.

We may also use your information to communicate with you about important updates, including safety notices, product developments, and training opportunities. Where permitted, we may send information about products or services that may be relevant to you. You can opt out of such communications at any time.

In addition, we use data to improve our services, including analysing how our website and products are used so that we can enhance user experience and functionality.

### **5. Legal basis for processing**

We process personal data only where we have a valid legal basis. This may include where you have given consent, where processing is necessary for the performance of a contract, where we are required to comply with legal or regulatory obligations, or where processing is necessary for our legitimate interests.

Where we rely on legitimate interests, we ensure that these are balanced against your rights and freedoms.

## 6. Sharing your information

We do not sell your personal data. However, we may share your information with trusted third parties where necessary to deliver our services or meet our obligations.

This may include service providers such as IT and hosting partners, training platforms, analytics providers, and regulatory authorities. In some cases, we may also share information with professional bodies to verify credentials.

All third parties we work with are required to process personal data securely and in accordance with applicable data protection laws.

## 7. International transfers

Your personal data is primarily stored and processed in the United Kingdom. However, some of our service providers may operate internationally, which means your data may be transferred outside the UK.

Where this occurs, we ensure appropriate safeguards are in place, such as standard contractual clauses or other legally approved mechanisms, to protect your data.

## 8. Data security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse. These measures include secure systems, access controls, staff training, and ongoing monitoring of our security practices.

While we take all reasonable steps to protect your information, no system can be guaranteed to be completely secure.

We also maintain procedures to detect and respond to data breaches and will notify you and relevant authorities where required.

## 9. Data retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected.

This includes retaining information for the duration of your relationship with us and for a period afterwards to meet legal, regulatory, and operational requirements. In the healthcare context, certain records may need to be retained for extended periods to support safety monitoring and compliance.

## 10. Your rights

You have a number of rights under data protection law. These include the right to access the personal data we hold about you, to request correction of inaccurate information, and, in certain circumstances, to request deletion of your data.

You also have the right to object to or restrict certain types of processing, and to request that your data be transferred to another organisation where applicable. Where processing is based on your consent, you may withdraw that consent at any time.

To exercise your rights, please contact us at [admin@javelo.health](mailto:admin@javelo.health).

## 11. Accessing your information

You have the right to request a copy of the personal data we hold about you. This is known as a Subject Access Request. Requests should be made in writing, and we may ask for additional information to verify your identity before responding.

## 12. Cookies

We use cookies to ensure that our website functions effectively and to improve your experience.

A cookie is a small piece of data sent from a web server to your browser and stored on your device. It is used to collect standard internet log information and visitor behaviour information. Cookies cannot read data from your hard drive or access cookies created by other websites, and they do not harm your system.

We use cookies to support the administration of our website, to understand how visitors use different parts of the site, and to enhance your overall experience. This may include recognising your preferences and helping us improve functionality and performance.

You can control how cookies are used through your browser settings. Most browsers allow you to refuse cookies or alert you when a cookie is being sent. You can also delete cookies that have already been stored on your device. Further guidance on managing cookies is available at [www.aboutcookies.org](http://www.aboutcookies.org) and [www.allaboutcookies.org](http://www.allaboutcookies.org). Please note that if you choose not to accept cookies, some parts of our website may not function as intended.

## 13. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. Any updates will be published on this page.

## 14. Contacting us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us:

Email: **admin@javelo.health**

Address:

Suite 2, Ground Floor  
Orchard Brae House  
30 Queensferry Road  
Edinburgh  
EH4 2HS  
United Kingdom

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been handled improperly. Further information is available at [www.ico.org.uk](http://www.ico.org.uk).

### Your trust matters

At Javelo Health, protecting personal data is part of delivering safe, effective healthcare innovation. We are committed to handling your information responsibly, transparently, and securely.