

Privacy Statement

Lifewise is committed to the highest standards of privacy and data protection compliance and expects all its employees and management to adhere to these standards.

This statement sets out Lifewise policy relating to the collection and use of your personal information in the Lifewise Programs. This Notice should be read with the Terms of Use/user agreement. Your use of the website constitutes your agreement to terms of the Privacy Notice, the Terms of Use and user agreement.

Please note that this Privacy Statement applies only to the Lifewise site and not to any other sites that are linked to the Lifewise site or mentioned on the site. The purpose of this document is to describe Lifewise policy regarding the collection and usage of personal data on our web site: www.aLifewise.ie

Lifewise and its agents will protect the information that is gathered on this site as stated in this Privacy Policy and in compliance with relevant legislation.

Information is divided into 2 categories.

Personal:

Personal data this includes any personal identifying information which can be used to identify a specific living person. It includes the following

1. Name
2. Email address
3. Password
4. Private messages
5. Payment information.

Items 1 to 4 will not be shared with, bartered, or sold to ANY third party except when required to do so by law or where you are at risk to yourself or another.

Item 5 will only be shared with our financial payment processor, to allow payments to be made.

Shared data:

This includes non-personal identifying information such as

Your use of the website

Your IP address

Lessons completed or not completed

Responses to quizzes and questionnaires

Drink tracking data

Time spent on the site

Frequency of visits

Timing of visits

Demographic information such as gender, age etc.

User Feedback

User Testimonials

Shared (Non personal) user data may be shared with third-party partners to the extent necessary to

- Market, provide and improve our services or other communications.
- Independently evaluate our services
- Provide research data for reputable academic research
- Provide data for national agency drug & alcohol records
- Support applications for grant aid and funding

Any third parties who receive user information for this purpose are prohibited from using or sharing user information for any purpose other than the above.

Shared data may be summarised and used to generate publicity for the service.

We use your IP address to help diagnose problems with our server and to administer our website by identifying (1) which parts of our site are most heavily used, and (2) geographic location. We do not link IP addresses to anything personally identifiable unless exceptionally there is a risk of harm to you or others as described below. This means that user sessions will be tracked, but the users will remain anonymous.

For your convenience and only at your express request by email, we may share information with your nominated health care provider.

All website users agree to be bound by the terms of this privacy policy.

Your personal information is important to us

Lifewise recognises that your privacy is very important to you and that we are under a legal obligation to protect the integrity of your personal information.

However E-mail and other methods of transmitting information over the Internet are subject to interference or scrutiny by third parties and should be independently verified. Lifewise cannot ensure security and privacy of such communications and all risk in transmitting such communications lies with you

When you register with Lifewise you will be asked to enter your username and some information about you to help us tailor this service to your needs.

Why the program collects personal information from you

When you use the Lifewise Program you may be asked to complete a number of assessments and enter some information, which you may consider to be sensitive, about yourself. The program asks for this information in order to provide you with

tailored, and specifically relevant information about alcohol abuse and mental health concerns.

The information is stored in your profile in the Lifewise database along with information about the date and time you complete each exercise and how you are using the system. Information is also collected in summary form about most frequently visited pages.

The use of information is also intended to help Lifewise designers and researchers understand how visitors use the Program and to improve the services provided to clients.

All the information gathered is stored on the Lifewise server and is subject to stringent security measures.

We will never use your personal information to send you unsolicited information or "spam"; and

With the exception of information required for financial payment processing, we will never give personal data details to any 3rd parties.

We take reasonable measures to protect the information you share with us from unauthorised access or disclosure.

By registering for the members' area on the website, your contact information will be securely stored. We may contact you by email or text from time to time and you have the option to opt-out of such communications if you wish.

We collect information from you for the purposes of monitoring and tracking so as to ensure that members uphold our acceptable use and content policies (under the terms and conditions of use of this website).

We treat all information as confidential and will not disclose personal information to any party, save where criminal activity is expressed or people are likely to be exposed to risk. In this instance we reserve the right to contact a third party including the police

Members may not share, copy or transmit any information posted on Lifewise (including their own information). If necessary for health care treatment, users may share their responses to quizzes and drink tracking information with accredited health care providers. All information posted and/or published on Lifewise shall remain within Lifewise website at all material times.

Coaching

If you avail of coaching your coach is required by his or her professional practice to keep notes on your coaching sessions. They will be stored in a locked secure place in their coaching office. The coaching notes remain the property of Lifewise. We keep in touch with your coach to see how your coaching is progressing. We ask the coach to share with us if there are any risk concerns, like child protection and if the coaching is proceeding as intended. We may also check in with you to see if you will be continuing with the coaching service.

When you're coaching ends we ask you to complete a feedback form so you can tell us about your experience of coaching. You do not have to return this to us but your feedback helps us to improve the service for other clients. You can send this to us directly via email or use the website.

Content Posted

Content posted to the database is within your user record or you may comment on the website blog. All content posted will remain the property of Lifewise and will only be deleted if such content violates any of Lifewise rules and policies.

We do not delete user accounts. We will however close your account upon request.

Closing your account means we will scramble your password, remove any email subscriptions or notifications you may receive.

The terms of use, including our proprietary rights, disclaimer of warranties, indemnities, limitations of liability, choice of law and choice of forum, and miscellaneous provisions shall survive any termination of your user privileges.

How We Treat E-mail Lists

Lifewise maintains several e-mail lists to keep interested persons informed about events and other items of interest. Individuals can sign up to join our mailing lists in several ways, for example; in response to an e-mail message or by using a form on our web site. We do not sell trade, lease, rent, and loan or otherwise disclose the addresses on our lists to any third party.

How We Treat Your Browser Information

Lifewise analyses the log files of our Website to better understand the volume of traffic to particular areas of our site. This information helps us to better understand and serve your information needs. Although we do track the Internet address of the domains from which people visit us, our log files do not correlate individual visitors with the pages visited. Therefore, the individual user remains anonymous in our Website log files.

How We Handle Changing Information

We realise that your personal information, including name and e-mail address, is subject to change over time. In the effort to keep your information current and accurate, please email: office@alifewise.ie to update your details. You can also update on our website.

Consent

By using our web site, you consent to the collection and use of your personal information by Lifewise as described in this policy. If we decide to change our policy, we will post those changes on the site.

Our use of cookies

Lifewise site uses transient or session cookies. Cookies are pieces of information that a website transfers to your computer's hard disk when you open Lifewise web pages. Cookies by themselves do not identify you or any user but they do identify your browser. Because Lifewise uses 'transient' cookies, your computer does not

retain the information delivered in the cookie once you leave Lifewise site. When you close your browser the transient cookie set up by Lifewise is destroyed, and no personal information is retained which could identify you or your browser next time you log on to Lifewise. We do **not** use cookies for remarketing advertisements. Most web browsers are set up to accept cookies, and you can set your browser to notify you when you are sent a cookie or you can set your browser to not accept cookies. If you set your browser not to accept cookies, you will be able to use Lifewise in a limited way, and you can access most information on our web site.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to:

The attention of the CEO
Lifewise
195 Lower Kimmage Road lower
Kimmage
Dublin 6w
Ireland

If you believe that any information we are holding on you is incorrect or incomplete, please write or email us as soon as possible, at the address above. We will promptly correct any information found to be incorrect.

Storage and security of your personal information

Lifewise will endeavour to take all reasonable steps to keep all information about you secure. Your information is held on a secure server that are in controlled facilities. In addition, all the staff on Lifewise team as well as all employees and contractors that provide services related to our information systems, are obliged by law to respect the confidentiality of any personal information and/or research information held by Lifewise.

You can also play an important role in keeping your personal information secure using a fictitious username and by keeping your password secure. If you have any further queries relating to our Privacy Notice, or you have a problem or a complaint, please contact us at office@alifewise.ie.

We aim to acknowledge receipt of all complaints within five business days and to resolve all complaints within 40 business days (although this may not be possible in all circumstances, and is dependent on the complexity of the issue). Where we

cannot resolve a complaint within 40 business days, we will notify you of the reason for the delay as well as an indication of when we expect to resolve the complaint.

Your use of this website constitutes your agreement to the provisions of this privacy policy and Terms of Use/User agreement.

Feedback and comments about Lifewise should be directed to office@alifewise.ie

Lifewise is the registered business name of C Moore & Associates Ltd. A limited company, registered in Ireland. Company no. is 327465

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