

RVIVE App privacy policy

About this privacy policy

This privacy policy explains how Rvive and other organisations may use your data when you use the Rvive App.

You can download the RVIVE App on an iOS or Android device. You can also access the same services by logging in through the RVIVE website in a web browser. This policy applies to using either of those channels.

As well as this policy, you should also read the RVIVE App terms of use and cookies policy.

Terms we use in this policy

You may find it helps to understand these terms when reading this policy.

- Data is “processed” when any action is taken with it. For example, when it is collected or reviewed.
- A “controller” is an organisation or person that decides what data is processed. They also decide how and why this needs to be done. They are legally responsible for that data.
- A controller may appoint a “processor”. This is another organisation or person that processes data under the instruction of the controller.
- “Special category data” is personal information that has more legal protection, including data about your health.

You can find out more about these terms on the Information Commissioner’s Office website.

Why we use your personal data

We mainly use your data so that the RVIVE App works correctly. It means we can give you access to services and information about your health.

We may also use your personal data to:

- improve the RVIVE App
- resolve technical faults
- maintain and improve security
- comply with the law
- protect users against potential fraud
- act if you provide information suggesting you or others may be at risk of harm

The points above are a short summary of our reasons for capturing and using personal data.

You can find more details in the sections below.

Data we process about your use of the RVIVE App

This section tells you more about data we process to make sure the RVIVE App works correctly. This includes personal information such as your name and your age. RVIVE is the controller for the data described in this section.

How you use the RVIVE App

This is technical data about your activities when you are logged in. It's also called audit data. It may include the time when you use the RVIVE App, what actions you take and related technical details. This information is captured against your RVIVE subscription. We may keep this data for up to 8 years.

How well things are working

This is also called performance data. We’ve appointed an approved analytics service provider to help us process this data. We may keep this data for up to 1 year.

Your contact with our service desk team

This means information captured when you contact the RVIVE App service desk for support, or when you provide feedback or complete a survey. If you raise a technical issue with the service desk team, we may link this to a unique code that is associated with particular health

and wellbeing service. We may keep data about your contact with our service desk for up to 1 year.

Being part of email lists

When you register to use the RVIVE App, you will be added to an email mailing list for necessary service updates. You may also voluntarily choose to join other mailing lists, for example for user research. We’ve appointed an approved emailing and list management service provider as a processor for this data. How long we keep this data varies depending on which mailing lists you join.

Messages you send and receive

We process data about messages that you send or receive through the RVIVE App Messaging Service. Messages and replies are stored in your account for as long as your RVIVE login exists.

Data we collect about you

In the tables below, you can find out more about data we may collect about you when you use the RVIVE App.

Personal data we collect about you	
Data category	Why do we need it?
Name	This is part of the record we hold. It is used to communicate with you. <ul style="list-style-type: none"> • help our service desk resolve any user issues • enable consultations and file downloads
User unique code	UUC codes are used by the RVIVE App to produce management and statistical information. This happens at a level which does not disclose personal information or directly identify you.
Email address	This is contact information. It is used to: <ul style="list-style-type: none"> • help the service desk resolve any user issues • enable consultations and file downloads and communicate messages about a service you have opted for.
Date of birth	This is personal information that forms part of your Rvive record. It is used to establish the best plan for you.
Age	This is personal information that forms part of your Rvive record. It is used to: <ul style="list-style-type: none"> • help our service desk resolve any user issues • enable consultations and file downloads
Sex	This is personal information that forms part of your Rvive record. It is used to enable consultations and file downloads.

Gender	This is personal information that forms part of your Rvive record. It is used to enable consultations and file downloads.
Physical description	This is personal information that forms part of your Rvive record. It is used to enable consultations and file downloads.
RVIVE number	Your RVIVE number is part of your health record. It is used as part of audit tracking and within analytics. It is also needed to enable consultations and file downloads.
Home phone number	This is personal information that forms part of your Rvive record. It is used to: <ul style="list-style-type: none"> • help our service desk resolve any user issues • enable consultations and file downloads
Online identifier (for example your IP address, event logs, or RVIVE login identifier)	This is used to log events, trace faults and provide security protective monitoring log data.
Website cookies	This is used for session and performance management.
Mobile phone number	This is personal information that forms part of your Rvive record. It is used to: <ul style="list-style-type: none"> • help our service desk resolve any user issues • enable notification and messaging campaigns
Special category data we collect about you	
Data category	Why do we need it?
Rvive record information	The transmission of between Rvive and its subscribers is needed to enable consultations and file downloads. This is extended to file uploads, where you may wish to upload an image to support a consultation. It is also used to match appropriate Rvive solutions to offer you services, recommendations within the Rvive community.
Messages from Rvive partners and providers	Messages processed as part of RVIVE App Messaging and RVIVE App Notification services will remain stored within the RVIVE App.

How RVIVE may process the data above for analysis

Rvive will process identifiable data from the Rvive App services:

- to ensure the Rvive App works correctly

- to resolve technical faults
- so that the service can be improved
- for user research where you have agreed to
- to maintain and improve security
- processing data for the purpose of linkage and dissemination to produce anonymised data.

Rvive will also process anonymised data from the Rvive App services:

- to provide high level statistical information
- to assess service usage and equality impact

Connecting services provided by RVIVE

The RVIVE App acts as a platform that allows you to access a range of connecting services. These services are separate from the RVIVE App. The organisations that control and process your data will depend on which services you access.

RVIVE has a role in providing some services that connect with the RVIVE App. You can access the websites for the services you choose through the Rvive app to find privacy policies for these services.

Your data sharing preferences

You can choose your data sharing preferences using the Rvive App. You can also opt out of these services at any time and close your Rvive account.

Your Rvive plan

You may be able to view information about your current plan, including a digital barcode you can show to some of the connected services.

Other connecting services

Some of the services you can connect with using the RVIVE App are not provided by RVIVE.

You can find privacy policies for these services on their websites.

Privacy guidance about using the RVIVE App

Logging in

You gain access to the RVIVE App using your RVIVE login. This is a set of login details you can use to access our health and wellbeing services and connected websites and apps.

Some phones and tablets give you the option to log in to your RVIVE App using fingerprint, face and iris recognition. This is also called biometric login. On iPhones and iPads this is called Face ID or Touch ID.

Biometric login is voluntary. It does not stop you using another method to access the RVIVE App. It is based on technology in your device. We do not have access to or control over the biometric data stored on your device. The RVIVE App performs biometric authentication against RVIVE login in accordance with the Fast Identity Online (FIDO) standard.

Camera and location information

The RVIVE App may ask for access to the camera on your device if you choose to use face or iris recognition. You may also be asked for access to your device's camera as part of the RVIVE login identity verification process.

Some connecting RVIVE services may also ask for access to your device location. If you allow access to your device's location, then location data may be used to help you find services in your area.

Accessing services for someone else

You are responsible for any personal data that you access on behalf of someone else. You may be able to do this by using a linked profile.

You must keep this data safe and secure. To the extent possible bearing in mind their age, condition and capacity, you must:

- make the person aware of your access and any steps you take on their behalf
- seek their consent
- make the person aware of this privacy policy and other applicable terms and conditions

Turning on notifications

You can choose to turn on push notifications from the RVIVE App to alert you to new messages in the RVIVE App Messaging Service. This feature is not available when you use the RVIVE website to log in.

You can opt out of push notifications at any time. Opting out may limit the types of messages you can receive. Messages about your health and wellbeing plan may continue to be sent by other means, such as by post.

If you use the RVIVE App across more than one device, push notifications must be enabled on each one. If you share the device you use to log in to the RVIVE App with other people, they may see your notifications. Notifications can only be sent to one user on the same device.

User research and giving feedback

When you register to use the RVIVE App, we'll ask if you would like to join our user research panel. User research helps us to make sure that the RVIVE App and connecting services are meeting people's needs.

If you choose to take part, we will email you a short survey to fill in about you and your health. Your answers will help make sure we invite you to user research that is relevant to you. We will also ask you if you want to receive our user research newsletter.

When you have signed up, we may ask you to:

- try new features
- answer more questions by email
- talk to our researchers about your experience of using the RVIVE App or connecting services

You can always say no to an invite, and you can leave the user research panel at any time.

User research panel activities

Your personal data will only be captured if you choose to provide it as part of participating in user research relating to the RVIVE App or connecting services. Rvive is responsible for holding this data.

We'll collect your name and email address to maintain a mailing list for the user research newsletter, where you have consented to receive it. We will ask general questions about your health and background to ensure we are inclusive in our research, which counts as special category data. The amount of time we keep this data varies depending on the research you are taking part in. We will tell you before asking your consent.

Giving feedback outside our user research panel

You can provide feedback through the RVIVE App without being part of our user research panel. This feedback goes to the RVIVE App service desk team. You may also choose to take part in user research activities even if you are not part of our panel, for example in response to a social media post.

RVIVE is the controller for this data. A contracted research tool provider is appointed as a processor.

Your rights

You have a right to:

- know how and why your data will be collected, processed and stored
- request a copy of your personal data
- correct errors or omissions in your personal data

- to ask us to restrict our use of your personal data (for example, if you think it's inaccurate and needs to be corrected)

For user research activities and your membership of voluntary mailing lists, you also have the right to:

- withdraw your consent
- ask us to delete your personal data
- get a copy of your data in a structured, commonly used and machine-readable format

You can exercise your rights by contacting the relevant controller. For contact details, see the next section of this policy below.

You can also manage RVIVE App performance data ("analytic cookies"). See the RVIVE App cookies policy for details on how to do this.

Asking a question or finding out more

If you have a general question about using the RVIVE App, you can check our help pages or contact our service desk.

By opening the panel below, you can find out who to contact or where to find more information if you have a question about particular data.

[Find out who to contact or where to look if you have a question](#)

Making a complaint

If you have any objections or complaints relating to your data, we will investigate and attempt to resolve them. We will make every reasonable effort to allow you to exercise your rights as quickly as possible and within the timescales set out in data protection laws.

You can contact our Data Protection Office at RVIVE to make a complaint. You can do this by emailing us or by sending a letter to:

Rvive Ltd

Lake Farm Business Estate

Allington Lane

Hampshire

SO50 7DD UK

We ask that you try to resolve any issues with us first. However, you have a right to lodge a complaint with the Information Commissioner's Office (ICO) at any time about our processing of your personal information. The ICO is the UK regulator for data protection and upholds information rights. Contact the ICO.

Our legal basis

By opening the panels below, you can learn more about the legal directions that apply to us, and other important legal information.