



REVIV

EXTERNAL PRIVACY NOTICE V1.3

REVIV Global Ltd ('REVIV') is committed to protecting the privacy and security of the personal data of our website visitors and clients we deal with in the course of our business operations and the provision of our services. This Privacy Notice explains who we are, how we collect, share, and use your personal data, and how you can exercise your data protection rights.

[Our name and contact details](#)

REVIV Global Ltd, 8 King Street, Knutsford, England, WA16 6DL and our data protection officer's email address is dpo@reviv.com.

[What we do](#)

REVIV provides nutritional wellness services globally including elective IV therapies, booster injections, diagnostic testing, vaccinations and lifestyle-related DNA testing and analysis.

[Processing your personal data](#)

We process and manage your personal data according to the relationship we have with you. This relationship helps us to identify the appropriate data subject category you belong to (or group of individuals whose data we process in an identical manner) and allows us to provide you the details of how we process your personal data. We interact with you in one of more of the following ways:

[As a clinic customer \(medical services\)](#)

[As a clinic customer \(genetic services\)](#)

[As a website visitor](#)

[As a potential customer](#)

[As a job applicant](#)

[As a supplier](#)

[As a potential franchisee](#)

[As a potential investor](#)

As a clinic customer (medical services)

We collect, store, and use your personal data when you visit a clinic location for medical services.

We process your personal data on the basis of your consent and our legitimate interest.

We need to process your personal information to service the contract of provision of services we are about to or have entered into with you. If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations.

It is in our legitimate interest to collect your contact and payment data in order for us to bill you for the REVIV services you purchase from us and to manage your clinic visits, provide you with details of the appropriate aftercare and of future promotions or business updates and medical services.

Data Collected

Name, email address, phone number, date of birth, gender, home address, medical questionnaire information, medical notes.

Source

Directly from yourself.

Recipients

We share your medical data with our clinic-based medical team and your contact data with our Customer First Team.

Store and process

United Kingdom, EU and the USA.

Retention

We keep your data for the period during which you are a clinic customer and as long as reasonably necessary thereafter to fulfil our legal and regulatory requirements.

Safeguards

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

We have put in place 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 authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

Details of these measures may be obtained from dpo@revivme.com

As a clinic customer (genetic services)

We collect, store, and use your personal data when you visit a clinic location for our genetic services or use our genetic services directly.

We process your personal data on the basis of consent, contract and legitimate interest.

If you withdraw your consent, we may not be able to provide you the service you have requested, and we will advise you of this at the time you withdraw your consent.

We need to process your personal information to service the contract of provision of services we are about to or have entered into with you. If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations.

It is in our legitimate interest to collect your contact and payment data in order for us to bill you for the REVIV services you purchase from us and to manage your clinic visits, provide you with details of the appropriate aftercare and of future promotions or business updates and medical services.

Data Collected

Name, email address, phone number, date of birth, gender, home address, medical questionnaire information and a swab containing your DNA. Our genetics test partner processes only those portions of your DNA that are related to the lifestyle services you have purchased from us.

Source

Directly from yourself at one of our clinics or indirectly via our genetics testing partner if you provided them directly with a DNA swab.

Recipients

We share your data except for your DNA data with our clinic-based medical team and our customer first team (contact data only).

Your DNA data is shared with our genetics testing partner in the Netherlands and the analysis of selected portions of your DNA are provided to a printer who creates your personalised booklet (where a book is included within the analysis you have elected to purchase). We share your DNA swab with our genetics partner if you undertake the process at one of our clinics, however you may be provided with the swab kit and in that case, you will provide your DNA directly to our genetics testing partner.

Store and process

United Kingdom, EU, and the USA.

Retention

We keep your data for the period during which you are a clinic customer and as long as reasonably necessary thereafter to fulfil our legal and regulatory requirements.

Safeguards

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

We have put in place 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 authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

When the lifestyle-appropriate DNA is ready for printing, this information is shared securely with the printer, who in turns creates your booklet and then sends you the copy individually.

Details of these measures may be obtained from dpo@revivme.com

As a website visitor

We collect, store, and use your personal data to make our website more intuitive and easier to use and protect the security and effective functioning of our websites on the basis of our legitimate interest.

It is necessary for our legitimate interests to monitor how our website is used to help us (a) improve the layout and information available on our website and provide a better service to our website users and (b) monitor how our website is used to detect and prevent fraud, other crimes, and the misuse of our website.

Data Collected

IP address, device used, location and visitor activity.

Source

Directly from yourself.

Recipients

We share your data with our website analytics providers.

Store and process

United Kingdom, EU, and the USA.

Retention

We keep your data for one (1) year.

Safeguards

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

We have put in place 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 authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

Details of these measures may be obtained from dpo@revivme.com

As a potential customer

We collect, store, and use your personal data to respond to requests for general information or confirm appointment bookings on the basis of contract and our legitimate interest.

If you fail to provide certain information when requested, we may not be able to perform the contract for services we are about to or have entered into with you.

It is necessary for our legitimate interests to process your personal data to manage your appointment.

Where your appointment is made through one of our websites, please also see how we process your data as a website visitor.

Data Collected

Name, email address, phone number and any accompanying information you provide us.

Source

Directly from yourself.

Recipients

We share your data with our website analytics providers.

Store and process

Globally, depending on the clinic you have chosen.

Retention

We keep your data for three (3) years.

Safeguards

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

We have put in place 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 authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

Details of these measures may be obtained from dpo@revivme.com

As a job applicant

We collect, store, and use your personal data to assess your skills, qualifications, and suitability for the work or role, during this process on the basis of our legitimate interest and contract.

It is in our legitimate interest to carry out background and reference checks, communicate with you about the recruitment process and keep records related to our hiring process.

If you fail to provide information when requested, which is necessary for us to consider your job application, we will not be able to process your application.

Where your application is made through one of our websites, please also see how we process your data as a website visitor.

Data Collected

In the case of an application for a position in the UK we collect your name, email address, CV, interview notes, references, qualifications, skills, employment history, entitlement to work in the UK, driving license.

For positions in other regions or if you have applied through one of our websites we collect your name, email address, phone number, location, and CV (if you provide it).

Source

Directly from yourself and in certain cases, from recruitment agencies.

Recipients

Recruitment agencies, referees, credit reference agencies or other background check agencies.

Store and process

UK or in the case of you applying for a position through one of our websites, in that location.

Retention

A year after we have communicated to you our decision about whether to appoint you.

We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information.

Safeguards

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

We have put in place 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 authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

Details of these measures may be obtained from dpo@revivme.com

As a supplier

We collect, store, and use your personal data when you provide us goods or services on the basis of contract, legal obligation, and our legitimate interest.

If you fail to provide certain information when requested, we may not be able to perform the contract we are about to, or have entered into with you, or we may be prevented from complying with our legal obligations such as tax reporting.

It is in our legitimate interest to collect your contact and payment details in order for us to pay you, to prevent fraud, to make decisions about the continued provision of goods or services by you, and to make arrangements for the termination of the provision of goods or services by you.

Data Collected

Name, email address, mobile number, physical address, payment details, tax information and Company information

Source

Directly from yourself or the company your work for through the contract negotiation and setup process.

Recipients

REVIV finance team, business process owners and franchisees.

Store and process

UK, EU and USA.

Retention

The period of our contract with you plus six (6) years, and as long as reasonably necessary thereafter to fulfil our legal and regulatory requirements.

Safeguards

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

We have put in place 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 authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

Details of these measures may be obtained from dpo@revivme.com

As a potential franchisee

We collect, store, and use your personal data in order to initiate discussions or share information with you about becoming a REVIV franchisee on the basis of contract and our legitimate interest.

We need to process your personal information to manage the contract for services we have entered into with you. If you fail to provide certain information when requested, we may not be able to perform the contract for services we have entered into with you, or we may be prevented from complying with our legal obligations.

Where your appointment is made through one of our websites, please also see how we process your data as a website visitor.

Data Collected

Name, email address, phone number, location of interest.

Source

Directly from yourself.

Recipients

REVIV global franchisees.

Store and process

UK, EU and USA.

Retention

We keep your data for three (3) years.

Safeguards

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

We have put in place 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 authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

Details of these measures may be obtained from dpo@revivme.com

As a potential investor

We collect, store, and use your personal data in order to assess your viability/suitability as an investor to REVIV and to facilitate our due diligence process on the basis of contract and our legitimate interest.

We need to process your personal information to manage the contract for services we have entered or may be entering into with you. If you fail to provide certain information when requested, we may not be able to perform the contract for services we have entered into with you, or we may be prevented from complying with our legal obligations.

Data Collected

Name, email address, phone number, date of birth, address, business interests, identification (passport, driving licence).

Source

Directly from yourself or a professional organisation representing investors.

Recipients

REVIV board.

Store and process

UK.

Retention

We keep your data for six (6) months.

Safeguards

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is appropriate:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

We have put in place 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 authorised employees or contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

Details of these measures may be obtained from dpo@revivme.com



EXTERNAL PRIVACY NOTICE

Your data

May, in certain circumstances be provided to other third parties such as regulatory or law enforcement bodies, but only in compliance with the law and where strictly necessary.

Automated decision-making and profiling

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, including profiling, unless you have given us your consent to do so, or it is necessary for entering into or the performance of a contract.

Your rights

- **Access** – you have the right to ask us for copies of your personal data. This right always applies. There are some exemptions, which means you may not always receive all the personal data we process.
- **Rectification** - you have the right to ask us to rectify any of your personal data that you think is inaccurate or incomplete. This right always applies.
- **Erasure** - you have the right to ask us to erase your personal data where it is no longer required for purpose for which it was collected, or you withdraw your prior consent to us processing it and we have no other legal ground for processing it, or it is being processed unlawfully, or when it must be erased to comply with a legal obligation, or it is being used for direct marketing purposes where we have no legitimate grounds for us doing so.
- **Restriction** - you have the right to ask us to restrict the processing of your personal data where it is inaccurate (allowing us to verify the accuracy), or it is being processed unlawfully (and you want us to stop processing rather than erasing it), or where you have objected to us processing it while we're verifying whether we have legitimate grounds for processing, or it is no longer required for purpose for which it was collected and you want us to keep it for the establishment, exercise or defence of legal claims.
- **Portability** - this only applies to personal data you have given us. You have the right to ask us to transfer the information you provided us from one organisation to another or give it to you. This only applies if we are processing personal data based on your consent or as part of a contract, or in talks with you about entering into a contract and the processing is automated.
- **Objection** - you have the right to object to processing your personal data if we are using legitimate interests as our lawful basis for processing, or it is being used for direct marketing.
- **Withdrawing consent** – you can withdraw your consent that you have previously given to us for one or more specified purposes to process your personal data. This will not affect the lawfulness of any processing carried out before you withdraw your consent. It may mean we are not able to provide certain products or services to you and we will advise you if this is the case.
- You have the right to complain to a Supervisory Authority, in the UK that is the [Information Commissioner's Office](#).

Breaches

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Dealing with your requests

We will deal with your requests as soon as possible but may take up to 1 month (possibly extended to 3 months where the law permits). Normally there is no charge, however we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive or we could refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that your personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Note

This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time but if we do so, we will provide you with an updated copy of this notice as soon as reasonably practical.