Healthbotics - Website Privacy Policy

Version 1.0 | Effective date: 23 September 2026

1. Who we are

Healthbotics Ltd is responsible for the personal information described in this policy.

Address: 71-75, Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ.

For enquiries, privacy questions or requests about your information, email info@healthbotics.ai.

2. What this policy covers

This policy covers the public information website at healthbotics.ai and related enquiries, including requests for a demonstration. It does not describe the separate processing of patient information in the professional or patient platforms.

The public website displays information and demonstrations. It does not provide a patient account or collect symptoms for an AI assessment. Please request the relevant service privacy information before submitting personal or clinical information through a separate platform.

3. Information we receive

If you contact us, we receive your email address, your message and any name, organisation, contact details or attachments that you choose to provide. Email links on the website open your email application; contacting us is voluntary.

Our hosting provider receives technical information needed to deliver website requests, such as your IP address and the requested page. Website delivery and security may also involve technical logs held by the provider.

We do not request or intentionally collect sensitive medical information through this public website. Please do not send patient-identifiable information, medical records or other sensitive information in a general enquiry. Names and email addresses are personal information even when no medical information is supplied.

4. Why we use information

We use enquiry information to answer questions, discuss our services and arrange demonstrations you request. Our lawful basis for these activities is our legitimate interest in responding to enquiries and conducting business. We also have a legitimate interest in operating and protecting our website.

Where we must process information to meet a statutory obligation, such as responding to a valid data-protection request, our lawful basis is legal obligation. An enquiry is not consent to unrelated marketing.

If you do not provide contact details or enough information about your enquiry, we may be unable to respond or arrange a demonstration.

5. Storage, access and security

Website and enquiry information is stored on one.com servers. Healthbotics access is restricted to authorised administrators; individuals may access their own information, not other people's records. The public website itself has no account-login facility. You can request a copy of your information by contacting us.

As our hosting and storage provider, one.com processes information needed to supply its services. Provider personnel or subprocessors may have access where necessary to operate or support those services, subject to the provider's arrangements. Our restriction on Healthbotics user access does not mean the infrastructure provider never processes information.

We restrict access to help protect information. No website or email system can guarantee absolute security. Please report privacy or security concerns to info@healthbotics.ai without including additional sensitive material in your initial message.

6. Provider arrangements and international processing

Using one.com does not mean that information is stored only in the UK. Provider processing locations, subprocessors and transfer arrangements are governed by the applicable hosting agreement. You can contact us for information about the arrangements applicable to your information.

one.com's published information explains its role as a processor and its data-processing agreement. Its published agreement describes safeguards for subprocessors and international transfers. This policy does not represent that we have independently audited those arrangements.

Provider information:
https://help.one.com/hc/en-us/articles/360000253649-How-does-one-com-comply-with-the-GDPR

7. How long we keep information

Our retention policy is to keep enquiry emails and information for no longer than one year. You may request deletion earlier by emailing info@healthbotics.ai. We will explain if a legal requirement or an applicable exception prevents deletion of particular information.

Provider-managed technical logs and backup copies are subject to the applicable one.com service arrangements. Deleting an active email does not necessarily mean every backup copy is immediately erased. Contact us if you need details about deletion from provider systems.

8. Cookies and linked services

The website pages use locally hosted images and videos. The website code does not set analytics or advertising cookies, use browser storage for tracking, or embed third-party video players. Technical processing by the hosting service is separate from these page features.

Links to research publications, the patient portal and other external services take you to sites with their own privacy and cookie arrangements. Review their notices before providing information. This policy applies to the public Healthbotics website and enquiries, not to those external services.

9. Your privacy rights

Depending on the circumstances, you may have rights to access, correct, erase, restrict or obtain a portable copy of your personal information. Where processing relies on consent, you may withdraw that consent without affecting processing that took place before withdrawal.

You may object to processing based on legitimate interests for reasons relating to your situation. You may object to direct marketing at any time.

Send requests to info@healthbotics.ai. We may need proportionate information to verify your identity and protect other people's information. We will respond within the applicable statutory timeframe and explain any relevant limits or exceptions.

10. Clinical information and AI

Demonstrations on this public website are not personal clinical advice. The website pages do not assess your symptoms or make clinical decisions about you. Do not assume that this website policy covers the separate patient or professional platform: those services require privacy information specific to their processing and clinical roles.

11. Concerns, complaints and updates

Please contact info@healthbotics.ai with any concerns. You also have the right to complain to the UK Information Commissioner's Office: https://ico.org.uk/make-a-complaint/

We will update this policy when the arrangements it describes change and show the revised effective date.