



Privacy Policy for Constellation Healthcare

Effective Date: 26th of August, 2025

Welcome to **Constellation Healthcare** ("we", "our", or "us"). We are committed to protecting and respecting your privacy in compliance with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the Irish Data Protection Acts.

This Privacy Policy outlines how we collect, use, and protect the personal data you provide to us through our website: <https://www.constellationhealthcare.ie>.

1. WHO WE ARE

Constellation Healthcare is a healthcare provider operating in Ireland. We provide multidisciplinary neurodiversity assessment and early intervention — providing expert-led assessments, clear diagnoses, and personalised care. We support children and adolescents aged 2-18 with developmental, communication and behavioural needs through an integrated suite of services that connects assessment, diagnosis, treatment and follow-up support

Website: <https://www.constellationhealthcare.ie>

We are the data controller for the purposes of this Privacy Policy.

2. WHAT INFORMATION WE COLLECT

We may collect and process the following personal data:

- Contact Information: name, email address, phone number.
- Health Information: when submitted voluntarily through forms or consultations.
- Technical Data: IP address, browser type, operating system, device information, and browsing behaviour.
- Usage Data: pages visited, time spent on pages, clickstream data.
- Cookies and Analytics Data: via tools such as Google Analytics (see Cookie Policy for more).

3. HOW WE USE YOUR INFORMATION

We use your data to:

- Respond to your enquiries or appointment requests.
- Provide and manage healthcare services.
- Send important service updates or communications.
- Improve our website and services.
- Comply with legal obligations.

4. LEGAL BASIS FOR PROCESSING

We rely on the following legal grounds:

- Consent: for contact form submissions, newsletter sign-ups, or where explicitly granted.
- Contractual necessity: to deliver healthcare services you've requested.
- Legal obligation: to comply with applicable health regulations.
- Legitimate interest: to enhance user experience and security.

5. DATA RETENTION

We will retain your data only for as long as necessary to fulfil the purposes outlined in this policy or as required by applicable law.

6. SHARING YOUR INFORMATION

We do not sell your data. At Constellation Healthcare, we take great care in how we share your personal data. In certain cases, we may share your data with trusted third parties, including but not limited to:

- Clinical professionals within our service. We may share your personal data with healthcare professionals, such as Psychologists, Occupational Therapists or Speech and Language Therapists, as part of delivering our services
- IT service providers for hosting and maintenance.



- Legal or regulatory bodies if required. We may share your information with regulatory bodies or law enforcement where required by law, such as in cases of compliance with healthcare regulations or other statutory obligations
- Within our business group: We may share your personal data within our group of companies. This is to ensure that we can provide a seamless and coordinated service across all areas of our business where necessary. We remain committed to ensuring that your data is handled securely and in compliance with data protection regulations.
- Others with Your Consent: If you have provided explicit consent, we may share your data with other third parties as necessary

All third parties are subject to strict data processing agreements.

7. YOUR DATA PROTECTION RIGHTS

Under GDPR, you have the right to:

- Access your personal data.
- Request correction or deletion.
- Object to processing.
- Restrict data processing.
- Request data portability.
- Withdraw consent at any time.

To exercise any of these rights, email us at info@constellationhealthcare.ie.

8. DATA SECURITY

We implement appropriate technical and organisational measures to protect your data from unauthorised access, loss, or misuse.

9. INTERNATIONAL TRANSFERS

Your personal data is primarily stored and processed in the European Economic Area (EEA). If we transfer data outside the EEA, we ensure it is protected under appropriate safeguards.

10. COOKIES

Our website uses cookies to enhance user experience. For more details, please see our Cookie Policy.

11. THIRD-PARTY LINKS

Our site may contain links to external websites. We are not responsible for the privacy practices or content of those sites.

12. CHANGES TO THIS POLICY

We may update this policy from time to time. Any changes will be posted on this page with an updated effective date.

13. CONTACT US

If you have any questions or concerns about this policy or how your data is handled, please contact:

Constellation Healthcare

Email: info@constellationhealthcare.ie

If you are not satisfied with our response, you have the right to lodge a complaint with the Data Protection Commission (DPC) in

Ireland: <https://www.dataprotection.ie>