

Privacy Notice

for

Patients

1. What we need

Our Personal Data Protection Policy governs the use and storage of your data. You can see our Personal Data Protection (Patients) Policy

Immediate Care Medical Services Limited is a Controller of the personal data you (data subject) provide us. We collect the following types of personal data from you:

- Details such as, but not limited to, name, address, date of birth
- We also collect sensitive information relating to your health and gender

2. Why we need it

We need your personal data to provide you with the following services:

- To form, or continue safe patient care
- To create legal documentation from the time you become our patient
- Accurate records to assist with any future legal or civil claims against the care we provide to you

3. What we do with it

Your personal data is processed in Immediate Care Medical's office located in England. Hosting and storage of your data takes place in our office before being securely transferred to a secured private network and then encrypted. This all happens in the United Kingdom.

No third-party providers have access to your data, except for the following reasons:

- The third party is a healthcare provider and will provide a continuation of your care
- We are requested to disclose data as part of criminal investigations

4. How long we keep it

Under UK law, we are required to keep your documents for many years when healthcare is concerned. This is done in accordance to the Data Retention Policy. After this period, your personal data will be irreversibly destroyed. Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information. Please request our Data Retention Policy for more information on our personal data retention schedule.

5. What are your rights?

Should you believe that any personal data we hold on you is incorrect or incomplete, you can request to see this information, rectify it or have it deleted. Please contact us through Data Subject Access Request Form.

If you wish to complain about how we have handled your personal data, please contact Data Protection Officer at c.ledbury@immediatecaremedical.co.uk or in writing to

48 Eyre Street, Birmingham, B18 7AA.

Our Data Protection Officer will then investigate your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact Information Commissioners Offices website (www.ico.gov.uk) and file a complaint with them.