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Privacy policy.

We respect your privacy and are committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

This privacy policy is provided in a layered format so you can click through to the specific areas set out below. Please also use the Glossary to understand the meaning of some of the terms used in this privacy policy.

A. [IMPORTANT INFORMATION AND WHO WE ARE]
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Important information and who we are

We are Rai Medical Limited, a company registered in England and Wales with registered company number 08496356. You will know us as either as 'Epsom Urology Clinic' or 'Epsom Urogynaecology Clinic'.

1. Purpose of this privacy policy

So that we can provide work-finding services we must process personal data (including sensitive category data). This privacy policy aims to give you information on how your personal data is collected and processed.

This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. We have tried to make it as user friendly as possible. This privacy policy supplements other notices and privacy policies and is not intended to override them.

2. Changes to the privacy policy and your duty to inform us of changes

We keep our privacy policy under regular review. This version was last updated on 1st April 2024. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

3. Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

The data we collect about you

1. Types of data

So that we can provide you with specialist services, we collect your personal data (which may include special categories of personal data). This includes your name, address and contact details, financial information such as insurance providers, medical records or test results, emergency contact details, including next of kin.

In some cases, we may be required to use your data to comply with laws that apply to us. We may also use your information during the course of internal audits to demonstrate our compliance with certain industry standards.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

2. Categories of personal data

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- Identity Data includes first name, maiden name, last name, title, date of birth.
- Contact Data includes address, email address and telephone numbers.
- Financial Data includes your bank account details so that we can take payment(s) from you for services that we have delivered.
- Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your data with others to calculate the percentage of people accessing certain roles or a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

3. Categories of special category

We don't collect this information without reason and we ask you to agree when we collect it. We are very protective of all the data that people share with us but particularly these categories because we know how important they are to people:

- Criminal Offence Data, where it is required by law, we may collect the information contained in a DBS or enhanced DBS check or we are asked to provide a medical statement by the law enforcing agencies.
- Health Data includes details of any disability that may impact your ability to fulfil a role or that you want us to know about so appropriate adjustments can be made. Certain in the healthcare sector will require confirmation of vaccinations.
- If you fail to provide personal data, where we need to collect personal data by law, or under the terms of a 'contract' we have with you, and you fail to provide that data when requested, we may not be able provide you with the specialist services that you are seeking.

How is your personal data collected?

We use different methods to collect data from and about you including through:

- Direct interactions. You may give us your data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- Seek an appointment or request provision of care (Contract) by attending our clinic's, use that care, have remote consultations with one of our healthcare professionals including virtual or by telephone, complete enquiry forms on our website, send us a question including through our website, by email or by social media.

- **From other healthcare providers**

  Our patients will usually receive healthcare services from other organisations in addition to Spire, and so in order to provide you with the best care possible we may have to collect personal data about you from other organisations including
  - your GP
  - your healthcare professional (including their medical secretaries)
  - your dentist
  - the NHS or any private healthcare organisation
  - mental health providers
  - Medical records include personal data about your tests and diagnosis, clinic and hospital visits and medicines administered.

- **From other third parties**

  We may also collect personal data about you from other third parties as follows:
  - your current or former employer, healthcare professional or other healthcare services or benefit provider
  - your family
  - your insurance policy provider
  - experts (including medical experts) and other service providers about your care
  - NHS health service bodies about your care
  - credit reference agencies
  - debt collection agencies
  - government agencies, including the Ministry of Defence, the Home Office and HMRC commissioners of healthcare services
  - solicitors or other third parties acting on your behalf in connection with medico-legal proceedings

  If you (or the relevant other healthcare providers and other third parties outlined above) do not provide us with the personal data that we ask for, then we may be unable to provide your care.

How we use your personal data

We use your personal data for a number of different purposes but in all cases, we must have a legal basis for doing so. When we use "special category of personal data" such as personal data relating to a person's health, we must have a specific additional legal basis to do so.

Generally, we will rely on the following legal bases:

Contract:

- we need to use your personal data to take steps so that you can enter into a contract with us and/or a healthcare professional to provide your care.
- we need to use your personal data to provide your care in accordance with a contract between you and Spire and/or healthcare professional. We will rely on this for activities such as supporting your care and other benefits, supporting your doctor, nurse, carer or other healthcare professional and providing other services to you; and/or
- we need to use your personal data to assist your investigations by registering you on Spire systems.

- **Legitimate interests**: we need to use your personal data for our legitimate business interest to process your personal data and such interest does not cause harm to you. We will rely on this for activities such as quality assurance, maintaining our business records, developing and improving our products and services and helping with medical research.
- **Legal obligation**: we need to use your personal data to comply with our legal or regulatory obligations.
- **Legal claims**: we need to use your special category personal data to establish, exercise or defend our legal claims.
- **Consent**: you have given us your consent to use your personal data for this purpose.

Generally, we will only ask for your consent to use your personal data if there is no other legal basis to use it. If we ask for your consent, we will always aim to be clear and transparent about why we need your consent and what we are asking it for. Where we are relying on consent to use your personal data you have the right to withdraw your consent at any time by contacting us on "**Epsomurogynaecology@gmail.com**" and we will stop using your personal data for that purpose.

You will find details of the legal bases for each of our purposes below.

Purpose 1: To set you up as a patient on Spire's systems or on Halaxy Medical Appointments Software (https://www.halaxy.com/article/privacy-eu.)
We may have to carry out checks including carrying out fraud, credit, anti-money laundering and other regulatory checks for you to become a patient (which includes when you have a medico-legal assessment, or a diagnostic test). We cannot perform these checks without using your personal data.

Legal bases for using your personal data
Contract: to take steps so that you can enter into a contract with us for the delivery of your care, and/or in connection with a contract for a healthcare professional to carry out a medico-legal assessment, or a contract for Spire to perform a diagnostic test.

Additional legal bases for using your special category personal data
Substantial public interest: for reasons of substantial public interest; and
Legal claims: to establish, exercise or defend our legal claims.

Purpose 2: To provide your care and related services
Clearly, the reason you come to us is to receive care, and so we have to use your personal data for that.

Legal bases for using your personal data
Contract:
- to provide your care and related services; and
- to fulfil our contract with you for the delivery of your care.

Additional legal bases for using your special category personal data
Health or social care: to provide your care; and
Vital interests: to protect your vital interests where you are physically or legally incapable of giving consent, for example in an emergency if you are incapacitated.

Purpose 3: To settle your account
We will use your personal data to ensure that your account and billing is fully accurate and up-to-date

Legal bases for using your personal data
Contract:
- to provide your care and other related services; and
- to fulfil our contract with you for the delivery of your care; and

Legitimate interests: for our legitimate business interest to ensure that we are paid for providing your care which does not overly prejudice you.

Additional legal bases for using your special category personal data
Health or social care: to provide your care; and
Legal claims: establish, exercise or defend our legal claims.

Purpose 4: Contacting you and resolving queries or complaints
From time to time, patients may raise queries, or even complaints, with us and we take those communications very seriously. We will need to use your personal data to resolve such matters fully and properly.

Legal bases for using your personal data
Contract: to provide your care and other related services; and
Legitimate interests: for our legitimate business interest to ensure our patients' queries and complaints are answered, which does not overly prejudice you.

Additional legal bases for using your special category personal data
Health or social care: to provide your care; and
Legal claims: to establish, exercise or defend our legal claims.

Purpose 5: Liaising with other healthcare professionals about your care and updating others (such as your emergency contact)

We may need to share your personal data with the individuals that you ask us to update about your care. Also, other healthcare professionals or organisations may need to know about your care for them to provide you with safe and effective healthcare services, and so we may need to share your personal data with them.

Details on these professionals or organisations are set out in the Third parties' section below.

Legal bases for using your personal data
Contract: to provide your care and other related services; and
Legitimate interests: for our legitimate business interest in ensuring that other healthcare professionals who are routinely involved in your healthcare services have a full picture of these services.
Additional legal bases for using your special category personal data
Health or social care: to provide your care
Substantial public interest: for reasons of substantial public interest; and
Legal claims: to establish, exercise or defend our legal claims.

Purpose 6: Investigating and responding to concerns, complaints or claims, complying with our legal or regulatory obligations and defending or exercising our legal rights

We are subject to a wide range of legal and regulatory responsibilities which we cannot list fully here and we may be required by law or by regulators to provide personal data.

We may also have to consider and/or discuss with appropriate third parties your care in the context of concerns over a healthcare professional's performance or clinical competence.

If we and our healthcare professionals are the subject of legal actions or complaints, then we need to access your personal data to fully investigate and respond to those actions.

Legal bases for using your personal data
Legal obligation: to comply with our legal or regulatory obligations; and
Legitimate interests: for our legitimate interests in ensuring that you, and others, receive safe care and treatment.

Additional legal bases for using your special category personal data
Health or social care: for others to provide informed healthcare services to you;
Health or social care: to provide your care or treatment or the management of health or social care systems; and

Legal claims: to establish, exercise or defend our legal claims.

Please contact us if you need details about the specific legal ground, we are relying on to process your personal data where more than one ground has been set out in the table below.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by logging into the website and checking or unchecking relevant boxes to adjust your marketing preferences, by following the opt-out links on any marketing message sent to you or by contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of work-finding services.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.
Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosures of your personal data

We may share your personal data with the parties set out below for the purposes set out above
a) Internal Third Parties as set out in the Glossary.
b) External Third Parties as set out in the Glossary.

Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.
We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.
Where we provide your personal data to clients in the course or provide working-services the client is an independent data controller. If you want to understand the data, they collect and process you will need to contact them directly or review their own privacy policy. You will also need to contact them directly if you want to rights under data protection laws in relation to your personal data.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors, clients and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

Data retention

How long will you use my personal data for?
We will retain your information for a minimum period of three years from our last point of meaningful contact with you unless we are required to hold the information for longer by law. Meaningful contact for us is where you have actively communicated, either verbally or in writing, with us in relation to our healthcare.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

Your legal rights

You have the right to:

1. Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
2. Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
3. Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
4. Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
5. Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
    - If you want us to establish the data's accuracy.
    - Where our use of the data is unlawful but you do not want us to erase it.
    - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
    - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
6. Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
7. Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.
8. If you wish to exercise any of the rights set out above, please contact us.

No fee is usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

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 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.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Glossary

LAWFUL BASIS
'Legitimate Interest' means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience.

- We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).
- You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

'Performance of Contract' means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

'Comply with a legal obligation' means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to.
THIRD PARTIES

Internal Third Parties

Spire Healthcare NHS Trust

External Third Parties

- Service providers acting as processors based at Spire Hospitals who provide administration services.
- Service providers acting as agents engaged in processing payments or contacting your insurers for reimbursement of services. Currently we are in contract with Medserv Billing Limited (Medical Account Services Ltd t/a Medserv Ground Floor, Rockwood House, 9-17 Perrymount Road, Haywards Heath, West Sussex, RH16 3TW) that processes all our claims.