

1 Security of information

Aseptika Ltd collects, stores and processes personal/confidential data every day, such as customer information, clinical data, health records and financial data. This data is used daily in the course of running the business.

We take our duty to protect your personal and clinical information and confidentiality very seriously and we are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised on paper, visual records or verbally.

In order to deliver on this commitment, we have appointed a Senior Information Risk Owner (SIRO) who is accountable for the management of all information assets and any associated risks and incidents, along with the Data Protection Officer and a Caldicott Guardian who are responsible for the management of patient information and patient confidentiality.

2 Why do we collect information about you?

Healthcare professionals caring for/working with you (e.g. nurses) keep records about your health and any treatment/care you receive from Activ8rlives. These records help to ensure that you receive the best possible care. They may be written down on paper records, held electronically on computer or Cloud server in the UK. These records may include:

- Basic details about you such as name, address, date of birth, next of kin, etc.
- Contact we have had with you, such as appointments or clinic visits.
- Notes and reports about your health, treatment and care.
- Results of tests.
- NHS and Hospital number.
- Relevant information from people who care for you and know you well such as other health professionals and relatives.

Other information we may collect is for the purchasing of equipment. In this instance, we would collect basic details about you such as name, address, email, telephone, items purchased, your wishes surrounding marketing information.

It is essential that your details are accurate and up-to-date. Always check that your personal details are correct and please inform us of any changes as soon as possible.

3 How is your personal information used?

Aseptika use information about you to direct, manage and deliver the care you receive to ensure that:

- The healthcare professionals and organisations external to Aseptika involved in your care, have accurate and up-to-date information to assess your health and decide on the most appropriate care.
- Appropriate information is available if you see another doctor or are referred to a specialist or another part of the NHS.

- Review the care provided to ensure it is of the highest standard and quality.

If we hold personal information regarding your purchases, we will only use your information to fulfil your order, provide warranty period and keep you up-to-date with our latest equipment via our email newsletter.

4 Who do we share personal information with?

Everyone working within Aseptika has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to also keep it confidential.

We will share information with the following main partner organisations upon your informed consent:

- NHS Clinical Groups.
- General Practitioners (GPs).
- NHS Trusts and hospitals that are involved in your care.
- Local Government Authorities (LGA) with who you might be participating in rehabilitation or weight loss programmes.

Aseptika will not disclose your information to any other third-parties without your permission unless there are exceptional circumstances, such as if the health and safety of others is at risk or if the law requires us to pass on information.

5 Disclosure of information

You have the right to restrict how and with whom we share the personal information in your records. This must be noted explicitly within your records in order that all who have access to your information are aware of your decision.

6 How your personal information is used to improve care

Your information will also be used to help us manage the NHS/LGA contracts and protect the health of the public by being used to:

- Review the care provided to ensure it is of the highest standard and quality.
- Ensure our services meet patient needs in the future.
- Investigate patient queries and complaints.
- Prepare statistics on performance.
- Undertake health research and development (with your consent – you may choose whether or not to be involved).
- Help to train and educate healthcare professionals.

7 How you can access your records

The Data Protection Act 1998 gives you the right to access the information we hold about you in your records. Requests must be made in writing to our Quality Regulatory & IG Director. We will provide your information to you 30 calendar days from receipt of:

- A completed application form, containing adequate supporting information (such as your full name, address, date of birth, NHS number, etc.) to enable us to verify your identity and locate your records.
- An indication of what information you are requesting to enable us to locate. Where an extensive request has been lodged with us, a nominal amount £10 may be requested by Aseptika.

8 Data controller

The Data Controller responsible for keeping your information confidential is:

Quality Regulatory and IG Director / Data Protection Officer (DPO)

Aseptika Ltd

Suite 5, SiTwo (formerly LDH House)

Parsons Green

St Ives

Cambridgeshire

PE27 4AA

Telephone: 01480 352 821

9 Notification

The Data Protection Act 1998 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. These details are publicly available from:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

Telephone: 08456 306 060 **Website:** www.ico.gov.uk

10 Document History

Version	Date	Authors Initials	Reviewers Initials	Changes from Previous Version	Authorised by & date
1.2	19/12/17	JMA		Updated for Aseptika formatting	
1.3	17/1/18	JMA		Updated format	
1.4	12/2/18	JMA		Added Control Document Formatting	
1.5	14.02.2018	KAA		Formatting changes	
1.6	16.02.2018	JMA		Updating	
1.7	28.2.2018	KAA		Updated to make Public	
1.8	02.05.2018	ETRA		Update to a new template	
2.0	11/12/2018	ETRA	KAA, JAA, CB	Annual review and part of CC2018-0187	
3.0	02.12.2019	JA	Kevin Auton/MP	MDR Transition update, part of CC2019-057	
4.0	29.10.2020	JA	MP	Update as per CC2020-059	KAA
5.0	22.11.2021	JA	GE	Annual review, CC2021-075	Kevin A Auton 23.12.2021
6.0	07.03.2022	JA	GE	Update language CC2022-018	Kevin Auton 18.03.2022
7.0	27.10.2022	JA	GE	Migrate to AWS CC2022-063	KAA authorise JA 02.11.2022