

# Heart and Rhythm Diagnostics Clinical Privacy Policy

## **Our contact details**

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## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Personal health data from self or physician referral
- Payment details where data is stored within the banking system
- Any other clinical information given at appointments

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To be able to organise provision of diagnostics services to you
- To correctly identify you at the appointments
- To send you further information regarding your tests
- To keep you informed of any further necessary involvement

We also receive personal information indirectly, from the following sources in the following scenarios:

- A referrer who you have discussed our services with and require their clinical input to access our tests by providing medical information about you.

We use the information that you have given us in order to provide appropriate clinical diagnostic tests and be able to send this information to you or your referrer.

Where necessary we may share additional information with your original referrer and we will forward your results to them with your consent. We may need to pass emergency results on to an appropriate clinician.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

### **Your consent**

By using our services and providing us with personal details, you are consenting for us to store these details on our system to enable us to contact you back or further process your information. You are able to remove your consent at any time. You can do this by contacting [admin@heartandrhythmdiagnosics.co.uk](mailto:admin@heartandrhythmdiagnosics.co.uk)

### **We have a contractual obligation.**

We cannot provide our service to you without processing your data for identification purposes. The contract you sign before we provide any services gives us the lawful basis to continue to process your data. You consent to this when you sign a contract for us to be able to provide the service for you.

We need to store your data to:

Be able to perform and identify a test as yours.

Be able to issue you the results of the tests.

Be able to send your results to your referrer.

Be able to store your test results securely.

Be able to process payment for the tests.

We will only use your personal identifiable information in reports that are processed for you when transferring it to your referrer. Any reports that are transferred to a third party will be done using the secure nhs.net service.

### **How we store your personal information**

All details that we have are stored away from our clinical office in a locked cabinet.

Your personal details are securely stored electronically on an external hard drive. Any signed documents with your details are also locked away.

We keep your personal details on our system for a minimum of 7 years after your last tests. We will then dispose your information by shredding any documents and deleting it from our hard drive.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to withdraw your consent from processing any further data. You have the right to object to any direct marketing by our company.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [admin@heartandrhythmdiagnostics.co.uk](mailto:admin@heartandrhythmdiagnostics.co.uk) if you wish to make a request.



## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [admin@heartandrhythmdiagnostics.co.uk](mailto:admin@heartandrhythmdiagnostics.co.uk)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>