Company Privacy Policy (including GDPR principles)

This privacy policy will explain how our organisation uses the personal data we collect and process in order to carry out your medical care.

What data do we collect?

- Personal identification information in order for us to book your appointment
- Health and medical data relating to your referral as sent by the referring GP

How do we collect your data?

- On your referral form from your GP
- Through your appointment booked through RMS and DRSS
- Verbal communication when you talk to us on the phone
- Written or email communication we receive from you
- When you voluntarily complete a patient survey or provide feedback

How do we use your data?

Korus Health uses your data so that we can:

- Book your appointment and send reminder texts and/or letters
- Carry out your scan and report the findings to your GP/consultant/referrer
- Book any follow up appointments
- Respond to written or email communication we receive from you

How do we store your data?

- Korus Health stores your data electronically on NHS approved and managed IT systems
- In our company email inbox which is password protected

What are your data protection rights?

- You can choose to stop your confidential patient information being used for research and planning (national data opt out).

https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/

The GDPR also provides the following rights for individuals:

- The right to be informed if your personal data is being used
- The right of access to your data
- The right to get your data corrected
- The right to get your data deleted
- The right to limit how we use your data
- The right to data portability
- The right to object to the use of your data

- The right in relation to automated decision making and profiling
- The right to access information from a public body
- The right to raise a concern

Changes to our privacy policy

Our policy is renewed annually as per the review date below or should an issue occur that directs us to review the policy.

How the NHS and care services use your information

Korus Health Ltd is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations.

Confidential patient information about your health and care is only used like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn’t needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-datamatters.

On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply3

You can also find out more about how patient information is used at:

https://www.hra.nhs.uk/information-about-patients/ (which covers health and care research);

and https://understandingpatientdata.org.uk/what-you-need-know (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

How to contact us

If you have any questions about the privacy policy of Korus Health, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us via the contact details on our website or your referral letter.