

## LONDON UROLOGY SPECIALISTS PRIVACY NOTICE

### Who We Are

**London Urology Specialists (representing Mr Bijan Khoubehi, Mr Jeremy Ockrim and Mr Daron Smith**, subsequently referred to as ‘we’, ‘us’ or ‘our’) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

**London Urology Specialists** office is at Emmanuel Kaye House, 37 Devonshire Street, Marylebone, London W1G 6QA. We are registered on the Information Commissioner's Office Register; registration number **A8236393**, and act as the data controller when processing your data. **Mr Daron Smith, who can be contacted with regards to your consent and privacy related queries** via our office at 37, Devonshire Street, Marylebone, London W1G 6QA, telephone 030 0302 0202 or e-mail info@londonurologyspecialists.co.uk.

### Information That We Collect

**London Urology Specialists** processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our clinical services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

#### ***The personal data that we collect from is: -***

- Name
- Date of Birth
- Home Address
- Personal Email
- Alternative Email (e.g Business e-mail if you wish)
- Home Telephone Number
- Mobile Telephone Number
- Medical Insurance Policy Number and details
- Bank/Card Details when payments are taken
- Most importantly, we need to hold “Special Category Data”, *i.e. your health and specific medical information to allow us to practice safely on your behalf.*

We collect this information through various ways including online forms, health questionnaires, your registration document when you first arrive, from letters and e-mails about you from other clinicians, reports from investigation results and our own clinical notes and letters about your case.

### **How We Use Your Personal Data**

**London Urology Specialists** takes your privacy very seriously and will never disclose or share your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. You are free to withdraw your consent to our holding this information on your behalf at any time. The purposes and reasons for processing your personal data are detailed below: -

- Communications with other clinicians about your case, including your GP and other relevant specialists, either by letter or e-mail to maintain their information, and also by phone call or text message help to provide up-to-date information and appropriately co-ordinated care
- Your name and contact details, and relevant clinical information on request forms for tests and scans to allow appropriate investigations and their interpretation in the context of your clinical condition
- Your name and contact details, and relevant clinical information to allow the arrangement of hospital admissions, including surgical procedures
- Supplying copies of Clinical Letters to hospitals in which your care is based and delivered (a requirement of hospital CQC (Care Quality Commission) regulations)

### **Your Rights**

You have the right to access any personal information that **London Urology Specialists** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

### **Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **London Urology Specialists** uses **third-parties** to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

#### **Hospitals /Medical Centers**

We use external hospitals/medical centers to perform your surgeries or treatments [for example Chelsea and Westminster hospital, UCH, Imperial Hospital, London Clinic, Princess Grace, Harley street clinic, King Edward VII, The Hospital of St. John and Elizabeth, Lister Hospital, Chelsea outpatient centre, Cromwell Hospital]. We share your information with them. They are obliged by the law to enter your personal and health related data onto their system, in order for us to provide you the relevant treatment and care at their facilities. You will be provided exact location details during your initial and follow up consultations.

#### **Medical Sec Services - Transcription**

Receives encrypted digital dictations, transcribe them, and sends it by secure encrypted electronic medium back to London Urology Specialists

Melinda Ziff MedicalSecServices 2 Henge Close Adderbury Banbury Oxfordshire OX17 3GA

Tel: 0203 198 9826 Email: melinda@medicalsecservices.co.uk

#### **Nick Kimberlee ACCOUNTING**

We use Nick Kimberlee to do our bookkeeping and tax returns and they act in the capacity of a processor on our behalf.

Hunt House Farm Frith Common, Tenbury Wells, Worcestershire, WR15 8JY

Telephone: 01299 832713 Fax: 01299 832716 <http://www.kimberlee.co.uk/articles.html>

#### **e4m@tionIT (Mr Amir Sasikkumar) – IT Support Maintenance**

We use e4m@tionIT for IT services for maintaining and support our IT needs

Amir Sasikkumar e4mationIT 81 Malmaison Way, Beckenham, BR3 6SF. Tel: 020 3137 0147

email: [info@e4mationit.co.uk](mailto:info@e4mationit.co.uk) web: [www.e4mationit.co.uk](http://www.e4mationit.co.uk)

### **Safeguarding Measures**

**London Urology Specialists** takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place where it is possible, such as SSL, TLS, encryptions during data transmitting between internal systems, pseudonymisation, restricted access, IT authentication, firewalls, anti-virus/malware.

### **Transfers Outside the EU**

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. Unless needed for your continuity of care because you reside outside the EU for part of the year, **London Urology Specialists** does not transfer or store any personal data outside the EU.

### **Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to **London Urology Specialists**, however, as this information is required for **us to arrange appropriate investigations and treatment and provide you with safe and co-ordinated clinical care**, we may not be able to offer our services without it.

### **How Long We Keep Your Data**

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed. Your medical records are kept for minimum of 8 years after the last contact with us [If you are a minor (under age of 18) then law is required to keep your records until you are at least 21 years old] .

### **Lodging A Complaint**

**London Urology Specialists** only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel: 0303 123 1113

[www.ico.org.uk](http://www.ico.org.uk)

## Consent

In order to provide reminders about appointments, and update you with relevant clinical information, including replying to messages that you have sent us, **London Urology Specialists** would like to make contact you by phone, text or e-mail. If you consent to us using your contact details for this purpose, you have the right to modify or withdraw your consent at any time by using the opt-out/unsubscribe options or by contacting **London Urology Specialists** directly.

If you **consent** to us contacting you, please tick to say by which means we may contact you. Please tick any that apply.

Post  Email  Telephone  Text Message (SMS)

**London Urology Specialists** take your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our Privacy Notice. If you consent to us collecting and processing your personal data, please sign below: -

**Signature:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

**Time:** \_\_\_\_\_ **Date:** \_\_\_\_\_

I confirm that I have been provided with a copy of **London Urology Specialists'** Privacy Notice & Terms & Conditions prior to giving consent

## Special Categories Data

As Urological Surgeons, the nature of the clinical services and treatments that we offer means that **London Urology Specialists** sometimes needs to process sensitive personal information (*known as special category data*) about you, to **help make a diagnosis and provide suggestions for improvement for the condition that you have seen us for**. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

If you consent to us collecting and using your **health and medical data** for the purposes stated above, please sign below and print your name: -

**Signature:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

**Time:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**You can modify or withdraw consent at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so.**