

xycare Limited Privacy Notice Health and Care Professionals

7th June 2024

Our contact details:

Name: xycare Limited

Address: Lytchett House, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FA

Phone Number: 07958486769

E-mail: ian.rubin@xycare.global

The type of personal information we collect on behalf of other organisations with which we are contracted:

We currently collect and process the following information:

- personal identifiers, contacts (for example, name and contact details)

How we get the personal information and why we have it

The personal information we process is provided to us in one of two ways:

- By reading information from another record system such as your general practice record system, from a Smartcard; or
- Is provided to us by yourself or your employer.

We receive or obtain this information purely for the purpose of documenting access to and the processing of patient confidential information during the provision of care by you which involves the use of the xycare technology.

We use your information in order to:

- To authenticate you when you are trying to access a Digital Health App that is integrated with your record system using our technology;
- Maintain an audit record of access to and processing of individual patient records; and
- When we update a record in another system, such as a GP record system, the information is attributed to the correct user.

We may share this information under the terms of a data sharing agreement or data processing agreement with:

- General practices
- Hospitals
- NHS111
- Ambulance services

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- Hospices
- Care homes
- Community providers
- Pharmacies
- Mental health trusts
- NHS digital
- NHS England
- Social services
- Laboratories
- Imaging centres

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

(a) Your consent. This consent will have been obtained when you first accessed the xycare technology. You are able to remove your consent at any time. You can do this by contacting xycare as shown above.

If you do not consent, then you will be unable to use the xycare technology.

How we store your personal information

Your information is securely stored on our servers in the cloud which are all located in the United Kingdom.

We keep your information as instructed by the health and care organisations we work for and in accordance with the NHS Record Retention Policy.

Only those who have a legitimate basis for processing your information can get access to your information held by xycare.

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 erasure - You have the right to ask us to erase your personal information in certain circumstances.

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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 object to the processing of your personal information in certain circumstances.

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 xycare Limited, Address: Lytchett House, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FA; Phone Number: 07958486769; E-mail: ian.rubin@xycare.global if you wish to make a request. Please note that any request you send us will be discussed with the organisation on whose behalf we are processing your data.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at xycare Limited; Address: Lytchett House, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FA; Phone Number: 07958486769; E-mail: ian.rubin@xycare.global

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>

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