



SVL Healthcare Services Limited GDPR Privacy Policy

SVL Healthcare Services Limited which includes Savoy Event Medical Services. This General Data Protection Regulations (2018) (GDPR) privacy policy will explain how our organisation uses the personal data we collect from you when you use our services and our website.

Our contact details:

Name: SVL Healthcare Services Limited

Address: Stone Castle, Stone Castle Drive, Greenhithe, Kent, DA9 9XL

Phone Number: 01322 389393

E-mail: enquiries@svlhealthcare.co.uk

The type of personal information we collect:

We currently collect and process the following information to be able to provide healthcare services:

- Personal identifiers, contacts, and characteristics
- Name
- Postal Address
- Email address
- Telephone numbers
- NHS number
- Your GP details.
- Employee data if you work for us.



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 provide you healthcare transport services to an NHS appointment.
- Your information can be provided to us when you use NHS services and require hospital transport. You or the NHS may make this request to us.
- We deliver and provide medical healthcare services to you by a health care professional (Paramedic, Nurse or Doctor) at a public event.
- You may make or enquire for private healthcare transportation booking with us.

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

- You contact us via our website and contact form.
- You may write to us.
- You telephone us – our telephone calls are recorded for training purposes and audit.
- You visit us at one of our operational bases or head office.

We use the information that you have given us in order to be able to provide a healthcare transport service and healthcare services to meet your needs, providing the right care and transport at the right time, on time, every time.

We may share this information with the NHS or your GP. We do not share your information with any organisation outside of the NHS without your explicit consent and we will write to you to gain this consent.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting enquiries@svlhealthcare.co.uk

(b) We have a contractual obligation to provide NHS healthcare transport services to you.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.



How we store your personal information

Your information is securely stored.

We keep your personal information when we provide you with NHS hospital transport services or healthcare services provided by a Paramedic, Nurse or Doctor at a public or private event providing first aid and medical provision for the specified time period required. The guidance provided by NHS England (www.england.nhs.uk) will be adopted for all NHS contracted services provided and all healthcare services provided. At present time there are multiple data storage solutions for paper records for NHS England Services. This includes on-site storage, NHS owned storage facilities and contracted services from a variety of external organisations. SVL Healthcare Services adopt the same processes. Our IT record system – Cleric, is cloud based and is compliant with the NHS Data Security Protection Toolkit <https://www.dsptoolkit.nhs.uk/OrganisationSearch/8HY24>. Our organisation is also Cyber Essential accredited.

This is in accordance to the NHS England Records Retention and disposal Schedule.

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.

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 **SVL Healthcare Services, Stone Castle, Stone Castle Drive, Greenhithe, Kent, DA9 9XL**. enquiries@svlhealthcare.co.uk or **01322 389393** 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 **SVL Healthcare Services, Stone Castle, Stone Castle Drive, Greenhithe, Kent, DA9 9XL**. Enquiries@svlhealthcare.co.uk) or **01322 389393**

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>