

SUSSEX AUDIOLOGY CENTRE PRIVACY NOTICE

Your personal information

This document explains how and why Sussex Audiology Centre use your data, and your rights under the law.

Who are Sussex Audiology Centre?

Sussex Audiology Centre is a private hearing company specialising in hearing loss and vestibular/balance problems and Medico-legal cases.

We work under contract with legal representatives that you may have instructed to pursue a claim which gives us lawful basis to process your data. We also work alongside GP's and Ear Nose and Throat Consultants, carrying out diagnostic tests and providing tests results to those who require them. In doing so, we act as Data Processors and they act as Data Controllers and in some instances as joint Data Controllers with us, as defined within the General Data Protection Regulations (GDPR). Where appropriate we will seek your specific written consent to share your data with investigation or treatment providers.

Why do we need your information?

In order to undertake testing and obtain test results for you, or to provide any other service, we require information about you which will include your medical history.

What information will we need and who will we get it from?

We will need your personal details and any private health insurance details (if appropriate). We require a referral letter with the aforementioned details from a GP or Consultant if you are being referred by them to us. If being referred for Medico-legal reasons, we will also require your legal representative name and claim details.

Alternatively if you are self referring we will obtain the aforementioned details from yourself. We may require previous medical notes and if so we will seek your consent before obtaining these. If you are referred to us for medico-legal reasons your information will be obtained and shared with your legal representative.

How do we store and use your information?

Most of our documents are stored electronically on a password protected computer. If we were to have hard copies of any notes these are securely placed in a locked premises. No longer required paper records are confidentially destroyed by way of shredding once scanned on to our

computer system. Documents are mainly sent by secure email or by first class Royal Mail post.

We may use a variety of methods to contact you, including telephone, email, letter and text message.

Who has access to your data?

Access is restricted to staff of Sussex Audiology Centre and your referring consultant/GP your legal representative if Medico-legal and if necessary, the provider of any investigations or treatments that you may require. Your data is not stored or transferred outside of the UK.

How long do we hold data?

Data is held indefinitely on our computer system unless requested to delete from our computer system. Case card notes are no longer being used by Sussex Audiology but we do have some still in store which will be destroyed after 10 years.

We need to retain some financial data for 7 years after full and final settlement of our fees.

Your rights

You have the right to correct any data we hold, to ask us for a copy of your data and to delete your data. You can also withdraw your consent to us using your data at any time. However, without your data we may not be able to undertake any of your services as requested.

If you have any queries about our handling of your data you can contact our Data Protection Officer at info@sussexaudiologycentre.co.uk or at the address below or you can raise a complaint with the Information Commissioner's Office by telephoning them on 0303 123 1113 or contacting them at <https://ico.org.uk/concerns>

Sussex Audiology Centre
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