

Privacy Notice

Definitions

'We' / 'Us' means Connected Tech Group Ltd (trading in the UK and Ireland as Captive Health) which provides Birmingham Women's and Children's NHS Foundation Trust Patient Connect hosted at <https://bwh.nhs-portal.uk> and offered as an iOS smartphone app and offered as an Android smartphone app (together, The System). The System is provided by us for the use by our client Birmingham Women's and Children's NHS Foundation Trust and its agents (collectively, Our Client).

What is the purpose of this privacy notice?

This privacy notice aims to give you information on how we collect and process your personal data through your use of The System, including any data you may provide through The System when you register.

The System is not intended for children and we do not knowingly collect data relating to children.

You must read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Data Controller

We are the controller and responsible for your personal data. If you have any questions about this Privacy Policy or your data, we encourage you to contact us, either by post by writing to Data Protection Officer, Connected Tech Group Ltd, 22 Mount Ephraim, Tunbridge Wells, Kent TN4 8AS; or by email at DataController@captivehealth.co.uk

Links to Other Sites

The System may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

We encourage you to read the privacy notice of every website you visit.

The personal data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the Information Commissioners Office.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- Identity Data which may include first name/last name/username/marital status/title/date of birth/gender.
- Contact Data which may include email address/ postcode / address telephone numbers.

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your usage data to calculate the percentage of users accessing a specific feature. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We may collect Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data).

We do not collect any information about criminal convictions and offences.

Surveys

Surveys are another method by which we may gather information about our users. The decision to answer a survey is completely yours and the terms and conditions of use are as set out by Our Client. Survey responses are accessible to Our Client.

If you have not chosen to remain Anonymous, your responses may be directly or indirectly identifiable and we will treat the combined data as personal data which will be used in accordance with this privacy notice.

If you have not registered, or you have registered but have chosen to remain Anonymous, your Survey response data will be treated as Aggregated Data and is not considered personal data in law.

If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of the service, and you fail to provide that data when requested, we may not be able to perform the services. It will be clear on The System which specific services you are opting out from by failing to provide specific items of personal data.

How we collect your personal data

We use different methods to collect data from and about you.

Directly

You may give us your identity, contact and special category data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you create an account on The System.

Indirectly

Our Client may populate The System with your personal data. This forms part of service provision, and there is a clear legal basis for processing your data.

How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Legitimate Interest this means
 - the interest of our Client to enable them to give you the best service.
 - the interest of our business in conducting and managing our business to enable us to give you the best service and the most secure experience.

We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by reading the Terms of Service and contacting the Data Protection Officer.

- Comply with a legal or regulatory obligation this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Communications and content

The System contains content (images, text, links, contact details, etc) which is created by us and Our Clients. We are not responsible for the quality and reliability of any content that we have not created.

The System enables us and Our Client to create messages and send these by SMS, email or in-app alert. We are not responsible for the quality and reliability of any content that we have not created.

Consent

Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending direct communications to you via email, in-app alert or text message.

You have the right to withdraw consent and can opt out from direct communications at any time by:

- Changing your Profile settings on The System
- Setting your notification preferences on your device
- De-activating your account on The System

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, with the legal bases we rely on to do so.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us (either by post by writing to Data Protection Officer, Connected Tech Group Ltd, 22 Mount Ephraim, Tunbridge Wells, Kent TN4 8AS; or by email at DataController@captivehealth.co.uk) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest	Maximum retention period
<p>To register you as a user on The System; Personalising the content you see when you visit The System; communicating (and personalising such communication) with you; and providing customer service and support</p>	<p>(a) Identity (b) Contact (c) Special Categories</p>	<p>Provision of a service by Our Client for You where:</p> <ul style="list-style-type: none"> You provide your consent; and or processing is necessary for legitimate interests, specifically for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services as defined in GDPR, Schedule 1 Part 1; and or processing supports the performance of public tasks on behalf of Our Client as set out in UK law; and or processing is necessary for reasons of public interest in the area of public health as defined by the Data Protection Act 2018 	<p>3 Years after last system access</p>
<p>The data you submit to The System may be used by Our Client for purposes of: establishing the human resources and payroll record; for reporting purposes such as equal opportunity monitoring; for communicating with you about employee relations, professional development or workplace opportunities.</p>	<p>(a) Identity (b) Contact (c) Special Categories</p>	<p>Fulfilment of a contract between our Client and You, where:</p> <ul style="list-style-type: none"> You provide your consent; and or the processing is necessary for a contract you have with Our Client, or because they have asked you to take specific steps before entering into a contract ; and or processing is necessary for legitimate interests, specifically for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services as defined in GDPR, Schedule 1 Part 1. 	<p>3 Years after last system access</p>

<p>The data you and or Our Client submit to The System may be used by for purposes of care planning</p>	<p>(a) Identity (b) Contact (c) Special Categories</p>	<p>Provision of a service by Our Client for You where:</p> <ul style="list-style-type: none"> • You provide your consent; and or • processing supports the performance of vital interests as set out in UK law; and or • processing is necessary for legitimate interests, specifically for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services as defined in GDPR, Schedule 1 Part 1. 	
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No third-party marketing

We will never share your personal data with any company outside the Connected Tech Group Ltd group of companies for marketing purposes.

Cookies & tokens

A cookie is a small text file that is placed on your computer by your web browser. Cookies allow The System to identify your computer and track details about your visit by exchanging an encrypted code with the website server.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies on your browser, please note that some parts of The System may become inaccessible or not function properly.

If you use our smartphone apps, The System may store a token on your device. Tokens help us ensure that changes on one part of The System (eg. online) and other parts of the system (eg. your smartphone app) are identical, so as to provide the best possible user experience. You can revoke this token at any time by signing out of The System on your device.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us (either by post by writing to Data Protection Officer, Connected Tech Group Ltd, 22 Mount Ephraim, Tunbridge Wells, Kent TN4 8AS; or by email at DataController@captivehealth.co.uk).

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Who we share your personal data with

Our Client

The System has an interface which is used by Our Client.

If you are a Registered User and have provided your personal data, Our Client will be able to process your identity and contact data.

You can choose to remain anonymous, in which case your information is displayed to Our Client in a non-identifiable format derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity.

Our Client may have a lawful basis for sharing your personal information with other parties, for example where it is necessary to the performance of a public task, it is in your vital interests or legitimate interests of healthcare service delivery or you have provided specific consent.

Integrated systems (if applicable)

Where third party systems have been integrated with The System, you may authorise us to share your identity, contact or other personal data directly within The System (provide your consent for data sharing).

The System will clearly specify which information is shared and how it will be used. You will be able to revoke access (withdraw your consent to continued data sharing) at any point.

No personal data will be shared unless you specifically consent to this within The System.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We only permit providers of third-party systems to process your personal data for specified purposes and in accordance with our instructions.

Other Third parties

We may have to share your personal data with the parties set out below for the purposes set out in the table above under "Purposes for which we will use your personal data".

- Internal Third Parties within Connected Tech Group Ltd
 - Group Companies wholly or partly owned by Connected Tech Group Ltd based in the United Kingdom
- Third Party service Providers:
 - Providers acting as processors based in the United Kingdom who provide IT and system administration services.

- Professional advisers acting as processors or joint controllers including lawyers, auditors and insurers based in the United Kingdom who provide consultancy services.
- Regulators and other authorities who require that we share your data by law
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third party service providers to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

No international transfers

We do not transfer your personal data outside the European Economic Area (EEA).

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are set out in the table above, under "Purposes for which we will use your personal data".

In some circumstances you can ask us to delete your data: see Your legal rights below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Your legal rights

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable (i.e. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to our processing of personal data, where applicable i.e. where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority); direct marketing or processing for the purposes of scientific/historical research and statistics).

If you wish to exercise any of the rights set out above, please contact us, either by post by writing to: Data Controller, Connected Tech Group Ltd, 22 Mount Ephraim, Tunbridge Wells, Kent TN4 8AS; or by email at DataController@captivehealth.co.uk.

No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Changes to this notice and your duty to inform us of changes

This version was last updated on 25-May-2018.

It is important that the personal data we hold about you is accurate and current. Please keep The System up to date if your personal data changes during your relationship with us.

Queries, requests or concerns

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact us, either by post by writing to: Data

Controller, Connected Tech Group Ltd, 22 Mount Ephraim, Tunbridge Wells, Kent TN4 8AS; or by email at DataController@captivehealth.co.uk.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.