

Oxehealth - Privacy Notice - Customer

Introduction

The General Data Protection Regulations (GDPR) comes into effect on May 25th 2018. This note sets out the way in which Oxehealth Limited processes the personal data held about you (as established in the rules on giving privacy information to data subjects in Articles 12, 13 and 14 of the GDPR).

The GDPR states that a privacy notice must be supplied to an individual at the time they provide Oxehealth with their personal data. The GDPR says that the information provided to people about how Oxehealth processes their personal data must be:

- concise, transparent, intelligible and easily accessible;
- written in clear and plain language, particularly if addressed to a child; and
- free of charge.

Identity and contact details of the Data Controller

Oxehealth Limited is the Data Controller and is committed to protecting the rights of individuals in line with the Data Protection Act 1998 (DPA) and the new General Data Protection Regulation (GDPR), w.e.f. 25 May 2018.

Contact details of the Data Protection Officer

Oxehealth Limited has a Data Protection Officer who can be contacted through info@oxehealth.com or on 01865 781343.

What information do we collect about you?

The GDPR defines **personal data** as the following:

‘Any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;’

Personal data relating to an employee can include: name, job title, date of birth, passport data, home address, home telephone number, private email address, emergency contact, staff number and so on.

‘**Special categories**’ of personal data (sensitive personal data) relate to racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation.

The information we may collect about you is as follows:

- personal information (such as name, address, phone and email contact information, customer reference id, job role)

How will your information be used?

We use this data:

- to enable contact with a specific individual at a customer in order to make decisions on the supply of goods and services, to share communications about new products or functionality, to be able to invoice a customer and to discuss customer service issues
- within our finance systems, customer master files and CRM in order to process purchase orders and invoices and take payments to suppliers.

What is our legal basis for processing your personal data?

For processing to be lawful under the GDPR, Oxehealth needs to identify a lawful basis before we can process your personal data. It is important that we determine the lawful basis for processing your personal data and document this. The bases applying to you are shaded in the boxes below.

If we are processing personal data then you must satisfy a condition under Article 6 and if you are processing special category data then we must satisfy a condition under Article 6 **and** Article 9.

Article 6 - Personal Data	Article 9 - Special Categories
The data subject has given consent to the processing	The data subject has given explicit consent to the processing
Processing is necessary for the performance of a contract with the data subject	Processing is necessary for the purposes of carrying out the obligations of the controller or of the data subject in the field of employment
Processing is necessary for compliance with a legal obligation	Processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent
Processing is necessary in order to protect the vital interests of the data subject or of another natural person	Processing is carried out in the course of its legitimate activities by a foundation, association or any other not-for-profit body with a political, philosophical, religious or trade union aim.
Processing is necessary for the performance of a task carried out in the public interest	Processing relates to personal data which are made public by the data subject
Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party.	Processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity
	Processing is necessary for reasons of substantial public interest
	Processing is necessary 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
	Processing is necessary for reasons of public interest in the area of public health
	Processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes

The data held about you is required in order to comply with our legal obligations as a supplier of yours, to perform our obligations to you or because there are legitimate reasons for doing so (and holding your data is necessary to achieve this interest). Customers also consent to the processing of their data sets by Oxehealth in the contracts signed.

Who receives your information?

We do not share information about customers without consent unless the law and our policies allow us to do so. Other than being used within Oxehealth by its employees, in addition to sharing your data with HMRC and other public authorities as required by law, your personal data may be routinely shared with:

- Atraxa Consulting Limited of Brookes Mill, Armitage Bridge, Huddersfield, West Yorkshire, HD4 7NR who provide accounting services on behalf of Oxehealth Limited (including the preparation and processing of VAT returns).
- IP Assist Limited of 103 Clarendon Road, Leeds, LS2 9DF, who provide financial and administrative support to Oxehealth Limited (including the processing and payment of invoices)
- Stanley Security Solutions Limited of Stanley House, Bramble Road, Swindon, SN2 8ER, a reseller of Oxehealth's solutions within the mental healthcare sector in the UK.

Any transfers to third countries and the safeguards in place

Your data will not be transferred outside of the EU at any time.

How long will your information be held?

We will hold your information whilst you are a customer of Oxehealth and, if you are no longer a customer to Oxehealth, for as long as is required in order to comply with legislative requirements – invoices which may contain your personal data, for example, will be retained for a period of 7 years in order to comply with HMRC requirements.

Security of your information

The security of all information held and processed by Oxehealth is fundamental to the business. Any information is held securely in an office which has 24/7 security with restricted, electronically controlled access to staff members. Any information held in soft copy has access restricted only to those members of staff who require it to perform their roles or obligations.

What are your rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information.

Any subject data requests, complaints or objections should be made in writing to Oxehealth's Data Protection Officer: -

Chief Operating Officer
Oxehealth Limited
Sadler Building
Heatley Road
Oxford, OX4 4GE
Email: info@oxehealth.com

How to make a complaint

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact Oxehealth's Data Protection Officer using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

