

WHAT IS A PRIVACY NOTICE AND WHY DOES IT APPLY TO ME?

We, DHL Supply Chain Limited are responsible for collecting, storing, and handling the information you gave to us when you opted to register with for us and gave your permission so we can assess you and provide you with patient transport. As we do this, the law says we are Data Controllers. We may use your information for a particular reason which we will explain clearly to you below.

A Privacy Notice tells you how DHL will use information that we hold about you. A new law called the UK General Data Protection Regulation 2018, also known as UKGDPR, says that we need to provide you with this Privacy Notice and let you know:

What information we hold about you

- How we keep this especially important information safe and secure and where we keep it
- How we use your information
- Who we share your information with
- What your rights are
- When the law gives us permission to use your information

WHY DOES THE LAW GIVE YOU PERMISSION TO USE MY INFORMATION?

The law gives us permission to use your information in situations where we need it to take care of you whilst you have opted into our service. As information about your health is very personal, sensitive, and private to you, the law is very strict about how we use it. So, before we can use your information in the ways we have set out in this Privacy Notice, we must have a valid reason, which is called a 'lawful basis'. Not only do we have to do that, but we also must show that your information falls into a special group or category, because it is very sensitive. By doing this the law makes sure we only use your information to provide a service to at your request and that we do not use it for any other reason.

Data Type	Why we use it	Lawful basis
Full Name	To be able to address communications to you	Article 6, 1 (B) Performance of Contract
Address	To contact you by letter if we have no other form of communication for you as a last resort.	Article 6, 1 (B) Performance of Contract
Landline Number or Mobile number	As Primary contact for you to confirm a booking and give you speedy up to date information regarding the booking, should anything unexpected happen that you need to be aware of.	Article 6, 1 (B) Performance of Contract
Email Address	A secondary option to confirm a booking and keep you updated at the earliest opportunity regarding the journey should anything unexpected happen	Article 6, 1 (B) Performance of Contract

Nominee contact details	To ensure people have the right to speak on your behalf	Article 6, 1 (B) Performance of Contract
Appointment Records	To arrange collection and pick up effectively.	Article 6, 1 (B) Performance of Contract
Health Information	To escort you safely to destination/department and make reasonable adjustments if needed. To assess your eligibility for the scheme and to know of any additional safeguards you may require.	Article 6, 1 (E) Public Task Article 9, 2 (H) Provision of Health & Social care services
Voice Recordings	For Audit, training, and monitoring purposes, to make relevant changes upon on your instructions. To protect/defend any claims.	Article 6,1 (F) Legitimate Interest Article 9, 2 (H) Provision of Health & Social care services

WHAT DO YOU DO WITH MY INFORMATION?

We only usually use your information to help us provide a safe and effective service to you. That means we might need to share your information with other people who are concerned and involved with looking after your health.

WHO ELSE WILL SEE MY INFORMATION?

Usually only the people involved in making the booking or conducting the assessments can see the data we hold. These people who work for us.

Sometimes though, if you need to get to the hospital or be seen by a special doctor, we will share your information with them but this only so that they can take care of you on arrival at your appointment.

We might need to share your information with your nominated representative healthcare professionals, and other people who have a right to your information, but we always make sure that they have a legal right to see it (or have a copy of it) before we provide it to them.

We do not share your information with anyone outside of the European Union.

WHAT ARE MY RIGHTS?

If you want to see what information we hold about you then you have a right to see it and you can ask for it.

- To ask for your information you can email us on dp.uki@dhl.com and tell us what information you want us to give you.
- We usually need to answer you within one month. Your adult with responsibility can help you with is if you need help.

If you think some of the information, we hold about you is wrong, then you can ask us to correct it.

- If you ask us to remove or not share your information this could mean that we are no longer able to offer you, our service.

HOW LONG WILL YOU KEEP MY INFORMATION?

We will keep your information for as long as you are using our service or for as long as legally required. Phone calls will be deleted after 90 days.

WHAT IF I HAVE A QUESTION?

A member of our Team will be happy to talk to you about any questions you may have, and we will do our best to help you. DHL Supply chain also has a person called a Data Protection Officer (DPO) who deals with all queries about Personal data. Our team may put you in touch with this person who will listen to your concerns. Our DPO is called Carol Smith and she can be contacted at dp.uki@dhl.com

WHAT IF I HAVE A SERIOUS COMPLAINT ABOUT HOW YOU LOOK AFTER MY INFORMATION?

If you are still not happy with something we have done with your information you can speak to the Information Commissioner's Office (ICO) who will investigate what has gone wrong. For more information visit ico.org.uk