



Patient Transport Privacy Notice

1. Who We Are and Why This Notice Matters

We are DHL Supply Chain Limited, and we help arrange Patient Transport in accordance with the guidelines of the Department of Health and Social Care so you can travel safely to and from your hospital appointments. This Privacy Notice explains how we use your personal information, including when you receive appointment confirmation calls from our AI agent.

Our AI assistant/ agent has been developed to handle/receive/make calls regarding your transport arrangements as an NHS patient to/from non-emergency, outpatient appointments. The AI agent will handle the calls effectively and safely without human involvement. It's designed to provide you with timely service, accurate responses, triage your queries, and point you to a human agent if your query cannot be solved by the AI agent.

Engaging with our AI agent is entirely voluntary, and if at any point of the call you would rather speak to a human, your call will be transferred.

2. What Information We Collect About You

We collect information such as your name, contact details, appointment information, NHS number, health information as disclosed by the appointment, nominee details, and recordings/transcripts from calls (including AI-assisted calls).

3. How We Use Your Information

We use your information to organise transport, confirm appointments, ensure your safety, make reasonable adjustments, and improve our service. Our AI agent may call you to confirm your appointment, or you may call to schedule your transfer. You will be told clearly that the call is automated, and you may ask to speak to a human at any time.

4. Why We Are Allowed to Use Your Information

We use your information based on legal grounds including performance of a contract, public task, healthcare purposes, and our legitimate interests.



5. Who Can See Your Information

Only staff involved in booking and managing your transport will see your information. We may share confirmation with your hospital, healthcare professionals, or your nominated representative. We are not sharing your data with any other third party or using it for any other purpose. Your data reside within the EU.

6. Your Rights

You have the right to see, correct, or object to how we use your information. You can also ask for a human review if an automated system affects you. If you would like to exercise any of your rights, you can contact the DHL Supply Chain Data Protection Team in UK&I email: dp.uki@dhl.com

7. How Long We Keep Your Information

We keep your information only as long as needed or required by law. AI transcripts and telephone recordings are deleted after 90 days unless needed for legal reasons.

8. How We Keep Your Information Safe

We use strong security measures to protect your information and have robust policies and procedures in place to protect your data.

9. Questions or Concerns

Our Patient Transport team can help answer questions.

10. If You Are Still Worried or unhappy

You may also contact our Data Protection Officer, dp.uki@dhl.com

If DHL's data protection team does not satisfy your questions or complaints, you have the right to contact the Information Commissioner's Office (ICO) at [Make a complaint | ICO](#).