

Privacy Policy (last revised 07.08.20)

Health Outcomes Solutions Technology cic ("HOST", "us", "we" or "our") is committed to respecting your privacy and to complying with applicable data protection and privacy laws.

We have provided this Privacy Policy Statement to help you understand how we collect, use and protect your information.

For the purpose of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the "GDPR"), the company responsible for your personal data is Health Outcomes Solutions Technology cic along with the clients we store this data on behalf of.

It is important to point out that we may amend this Privacy Policy from time to time. Please just visit this page if you want to stay up to date, as we will post any changes here.

If you are dissatisfied with any aspect of our Privacy Policy, you may have legal rights and we have described these as well.

Personal Data Collection

We work with a number of healthcare providers, both NHS and private practices to store the data they, our clients collect. We also work with medical research teams. Our clients will inform you prior to the first time your information will be submitted to our data server that this data will be used as part of the TELER system provided by a 3rd party. If you don't agree for this to take place then your data will not be entered in our system.

The type of information our clients will enter into our system will be key identification details such as name, address, date of birth as well as medical information and photos pertaining to the issue they are treating you for.

At no point do we ourselves directly collect data on behalf of our clients.

Non-personal Identifying Information

If you are a member of a project that allows direct access to the TELER system as a patient, enabling you to update your own medical record, our system will log your general activities such as failed login attempts, date/time logged in and out and pages visited. This information is stored against a unique ID assigned to your account and will not provide any information that would disclose your identity to us or the information you entered.

How will your information be used?

The TELER system is an online patient record system. The data entered into this system by our clients will be displayed back to them in the form of tables, charts and image slideshows as well as date ordered contemporaneous notes taken before,

during or after a treatment has taken place. The TELER system runs alongside existing EPR systems in use by the NHS and will be used to track how ongoing treatments are progressing.

If you are part of a project that allows direct patient access to the system you may receive an automated email from TELER that acts as a notification/reminder to access the system and enter data. The frequency of this reminder is set by the clinician treating you and can be anything from twice weekly to yearly. To change this frequency and to activate/deactivate this reminder you will need to contact your clinician.

Heath Outcomes Solutions Technology will never contact a patient or access a patient's data.

Do we disclose your information to others?

We will never provide your data to anyone other than our client. All clients require unique usernames and passwords to access TELER and each user account is configured using a permission system that defines what that account can do and see when logging into TELER.

Our clients may pass this information onto others but it must be done under the stipulations of their own GDPR policies.

How long is your information kept for?

Each of our clients is in charge of your data and they will have their own rules and guidelines for how long the data is required for. For the NHS this could be 10 years from the point of discharge, for private practices this will differ. Medical Research fields are around 5 years from the completion of their study.

If our clients ceases their contract with us your information will be deleted from our system within 30 days of termination. Your data may be supplied to the client if requested during this 30 day period at which point this data will fall under the directive of their own guidelines.

Access to your Information

We have no access to the data stored on our system on behalf of the client. All data is encrypted so we have no way of knowing who is who if directly contacted by a patient. You will need to contact your medical practice or speak with your attending clinician to find out if they use the TELER system (in case you can't remember).

If they use TELER and you wish to find out what data has been stored about you, your clinician or an approved manager from the practice can contact us and provide us with your unique database reference ID.

We can then produce an encrypted file which will be sent back to the clinician or approved contact for them to hand over to you, complete with the unlocking method.

We will not deal with any requests that do not come from an approved contact from our client as we would be unable to verify the legitimacy of the request.

Information Security

HOST recognises that its clients are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general. HOST is constantly reviewing and enhancing its technical, physical and managerial procedures and rules to protect your personal data from unauthorised access, accidental loss and/or destruction. We use industry standard TLS certificates to provide encryption of data in transit, for example, all access to the TELER system is covered by enforced HTTPS TLS 1.2.

Please be aware that communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Internet. HOST cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

Privacy Support

HOST reserves the right to amend or modify this Privacy Policy Statement at any time and in response to changes in applicable data protection and privacy legislation.

If we decide to change our Privacy Policy, we will post the changes on our website so you know what information we collect and how we use it.

If you have any enquiry about HOST's privacy policy or practices, please write to: Data Protection Enquiry, 1 Welburn Business Park, Welburn, York YO60 7EP or send an email to: **enquiries@teler.com**

You can also contact the Information Commissioner if you have concerns about our data protection and privacy policy or practices. Their details are

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: **[0303 123 1113](tel:03031231113)**