

Aviation Medica - Privacy Notice

(Issued: 1st May 2018.

For review: 31 March 2019)

1. Who are we?

1.1 Aviation Medica Limited (t/a Aviation Medica) is registered with the Care Quality Commission (CQC) as an independent healthcare provider in England. We provide independent healthcare services in the form of the following regulated activities:

- **Treatment of disease, disorder or injury**

This includes private consultations, physical examinations, pre-employment health assessments, prescribing of medicines, travel vaccinations, and referrals to other healthcare specialists as clinically indicated.

- **Diagnostic and screening procedures**

This includes diagnostic tests and investigations including blood and urine tests.

1.2 The clinic staff and healthcare professionals who provide you with care and treatment maintain records about your health. These records help Aviation Medica to provide you with the best possible healthcare.

2. Protecting your data and GDPR

2.1 Protecting data has always been a priority for Aviation Medica. However, with the General Data Protection Regulation (GDPR) coming into force on the 25 May 2018 we see this as an opportunity to reinforce our commitment to ongoing data protection management. We are improving our policies, processes and systems in line with the requirements of the GDPR as we continue to make data protection a priority.

3. GDPR: When is it coming in?

3.1 The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union. The GDPR will be enforced in the UK on 25 May 2018.

3.2 GDPR is only a part of the overall data protection framework. The Government has already introduced a Data Protection Bill into Parliament. Once the UK leaves the EU, the Bill will help ensure that the standards of the GDPR are enshrined in UK law, and it also extends data protection laws to areas which are not covered by the GDPR (such as law enforcement).

4. What we are doing to get ready for GDPR?

4.1 Aviation Medica handles personal data and we are committed to meeting the requirements of GDPR. Steps that we have taken and are taking include:

- Analysing and improving our internal systems and processes.
- Improving our privacy information in line with the new requirements.
- Training our staff on the new requirements and new internal procedures.
- Reviewing and updating all of our contracts where required.

5. How do we collect information from you?

5.1 We collect information when you register as a new patient at Aviation Medica and we ask you complete a registration form and answer some questions about your personal health. Once you see a doctor during your appointment, the doctor will create a medical record about your personal health.

6. What type of information do we collect from you?

6.1 The personal information we collect includes your name, date of birth, home address, email address, contact telephone number, and emergency contact details. If you have attended Aviation Medica for an appointment in the past, we will have a record of that previous contact.

6.2 The medical information our doctors collect is specifically about your personal health. This includes information about your past medical history, any current medicines you are taking, and a description of the health issue that you are experiencing. If you have any tests carried out such as blood tests, X-rays or scans, we will keep the tests results in your healthcare record. If you have been referred to a healthcare specialist outside of the Aviation Medica, we will keep any correspondence from the specialist in your healthcare record.

7. How do we use your information?

7.1 Aviation Medica collects and holds personal information for the sole purpose of providing a healthcare service to patients. Your personal information is used to identify you as a patient who has used the Aviation Medica independent healthcare service.

7.2 Your credit or debit card information is used to allow Aviation Medica to receive payment for your appointment.

7.3 Your medical information is used by our doctor to recommend the best treatment for you.

7.4 We use patients' healthcare records to audit and monitor the quality of the Aviation Medica service. For example, we may audit the records of patients who have had a particular treatment to see how well it has worked. When we

carry out any audits, we never use any information that could identify a patient such as a name, address, or date of birth.

8. Who has access to your information?

- 8.1 The processing of your personal information and medical information is accessed only by Aviation Medica staff. Every member of staff who works for Aviation Medica has a legal obligation to keep information about you confidential. Our staff include medical practitioners, a manager, administration and reception staff.
- 8.2 Your medical information may be shared with another healthcare specialist outside of the Aviation Medica if our doctor feels that you would benefit from seeing a health specialist. Such healthcare specialists may be based within the National Health Service (NHS) or at an independent healthcare provider. However, this will only be done after our doctor has explained this to you and only if you give your consent to do so.
- 8.3 We ensure that all information we hold is kept confidential. However, we are obliged to disclose personal information if it is required by law, or it is justified in the public interest.
- 8.4 Our external healthcare regulator, the CQC, look at healthcare records as part of their inspection processes of the Aviation Medica service.
- 8.5 We do not sell or rent your personal information to any third parties outside of Aviation Medica. We do not share your information with any third parties for marketing purposes.

9. Consent and agreement

- 9.1 By agreeing to this privacy notice, you are giving Aviation Medica permission to process your personal data specifically for the purposes identified. You are able to withdraw your consent at any time. Please contact us if you wish to discuss this.

10. Access to your information and correction

- 10.1 You have the right to make a request to Aviation Medica for a copy of the information that we hold about you. If you would like a copy of some or all of your personal information please ask us by writing, telephoning or emailing us at:

**Aviation Medica
150B First Avenue
Stansted Business Park
London Stansted Airport
Essex CM24 1RY**

Tel: 01279 661580

E-mail: peter@Aviation-Medica.co.uk

- 10.2 We want to make sure that your personal information is accurate and up to date and are very happy to remove or amend any information that you think is inaccurate.
- 10.3 If you would like a copy of the medical information we hold about you, we may need to ask you some additional questions about your reasons for requesting the information. Medical information is known as sensitive data under GDPR regulations.

11. Security

- 11.1 When you give us your personal information, we take steps to ensure that it is treated securely. Any information we hold about you in paper format is held securely in locked filing systems. Any information we hold about you in electronic format is held securely on our computer system.

12. Use of 'cookies'

- 12.1 The Aviation Medica Internet website at <http://www.aviation-medica.co.uk/index.php> uses cookies. A 'cookie' is a small piece of data that is stored on your computer's hard drive by a website. They collect statistical data about your browsing actions and patterns but do not identify you as an individual.
 - 12.2 The Aviation Medica website also uses cookies in its email communications to personalise the email and track whether the mail has been opened or read. This allows us to monitor and improve our email communications and website.
 - 12.3 You may refuse the use of cookies by selecting the appropriate settings on the Internet browser of your computer; however please note that if you do this you may not be able to use the full functionality of the Aviation Medica website.
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