

Health Call Privacy Policy

This notice explains how your personal data is processed for the provision of the Health Call FormFinity Platform.

References in this Privacy Policy to “we” and “us” are to Health Call Solutions Ltd (company number **10218146**).

It is important that you take time to read it carefully. This Privacy Policy sets out the basis on which any personal data we collect from you or that you provide to us will be processed by us.

When you use our FormFinity Platform, you trust us with some information, this can be personal and also non personal. In legal terms we are described as the “data processor” of the personal data you provide to us. This is a legal term used to describe the person or organisation which processes personal data under the controller’s instructions. The data controller for the service provided through Health Call is your hospital provider.

Health Call Platforms and Applications will be referred to as ‘FormFinity’ ‘Applications,’ ‘Services’ or ‘our Services’ throughout this document.

WHO ARE WE?

Heath Call Solutions Ltd are a unique NHS-owned digital health company. We were set up to share digital health expertise and resources to drive down the costs of health and care provision – whilst also improving outcomes for the population. You can find out more about us on our website by clicking [here](#).

How we process

Personal Data:

Personal data is processed in order to ensure data is collected from the correct individual. Personal information linked to you may also be used to present your hospital appointment waiting lists.

Special Category Data:

Special category data is processed by Health Call to allow healthcare providers to understand medical history, current health status and any ongoing treatment requirements.

The FormFinity platform provides services to multiple trusts and processes data on their behalf. The data controller for this appointment is your hospital. To find the relevant privacy policy, search for the name of hospital online where you have your appointment. If you are unsure, this should be displayed within the patient form landing page, and in your SMS notification.

WHAT INFORMATION DO WE COLLECT AND WHEN DO WE COLLECT IT?

FormFinity

The information stored on the FormFinity Platform includes:

- Full name
- Date of Birth
- NHS No
- Mobile Number
- Email address
- Sex
- Local Patient Identifier

Source of Information: NHS organisation

Information collected by forms:

- Special category data as determined by the individual form type.

YOUR RIGHTS

You have the right to object to our use of your personal data or ask your NHS organisation (Data Controller) to remove, delete or stop using your personal information. You may ask your NHS organisation (Data Controller) to restrict the use of your data if the data is not accurate or your personal

information is no longer relevant. You do have the right to request a copy of your personal data stored by Health Call.

If you want to access your data, ask us to delete it or restrict how we use it, please contact your NHS organisation (Data Controller) where your data is located.

All rights requests will be managed and responded to under the instruction of the data controller. The data controller is your NHS organisation.

If you have any objections or complaints relating to your data, we will investigate and attempt to resolve them. We will make every reasonable effort to allow you to exercise your rights as quickly as possible and within the timescales set out in data protection laws.

We ask that you try to resolve any issues with us first. However, you have a right to lodge a complaint with the Information Commissioner's Office (ICO) at any time about our processing of your personal information. The ICO is the UK regulator for data protection and upholds information rights. [Contact the ICO.](#)

SECURITY OF YOUR INFORMATION

The information we receive reaches us electronically originating from your NHS organisation. Where it is within our control, we will put measures in place to ensure that "in-flight" data is secure. However, we use appropriate procedures and technical security measures to safeguard your information across all our computer networks. Unfortunately, the transmission of information via the internet is never completely secure and we cannot guarantee the absolute security of information transmitted to us.

Detailed below are other data processors which could be involved in the delivery of the service:

- AWS are a data sub-processor for the data centre hosting services that they provide to us
- Servita are a data sub-processor completing development on the Virtual Ward platform and live support services.
- MongoDB Atlas are a data sub-processor for the storage of information

We have Data Processor Agreements in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us or further sub-processors who must comply with our Data Processor Agreement. They will hold your personal data securely and retain it for the period we instruct.

CHILDREN

We understand the importance of taking extra precautions to protect the privacy and safety of children using the internet. FormFinity will reject any forms that are sent to patients under 16. Any requests to send forms to under 16s will be called out to the deploying organisation as invalid data. The form will not be distributed and the data will not be stored.

DISCLOSING DATA

We never disclose personal data to third parties without the consent of the individual concerned or other reasonable justification.

It may be necessary - by law, legal process, litigation, and/or requests from governmental authorities within or outside your country of residence or the hospital (Data Controller) - for Health Call to disclose your personal information. We may also disclose information about you if we determine that for purposes of national security, law enforcement, or other issues of public importance, disclosure is necessary or appropriate. We will inform the NHS organisation (Data Controller) of any legal requirements to disclose your information unless the law prohibits us from doing so.

PRIVACY QUESTIONS

If you have any questions or concerns about this Privacy Policy or data processing or if you would like to make a complaint about a possible breach of local privacy laws, please contact the NHS organisation (the Data Controller) where your care is managed.

GETTING IN TOUCH WITH US

You are welcome to get in touch with us to discuss your information at any time at enquiries@healthcallsolutions.com