

## Acculabs Diagnostics UK Ltd - Data Privacy Policy

### **Our contact details:**

Name: Acculabs Diagnostics UK Ltd.

Address: Unit 12, Wynyard Business Park, Teesside, TS22 5TB

Phone Number: 01740 644439

E-mail: [enquiries@acculabsdiagnostics.co.uk](mailto:enquiries@acculabsdiagnostics.co.uk)

Website: [www.acculabsdiagnostics.co.uk](http://www.acculabsdiagnostics.co.uk)

### **The type of personal information we collect**

We currently collect and process the following information:

- Your name, date of birth, gender, address, e-mail address, phone number, and relevant clinical information
- Details of the requesting clinician such as address and contact information
- Special category data such as: personal data revealing racial or ethnic origin, data concerning health, data concerning a person's sex life, and data concerning a person's sexual orientation.
- Information that is necessary to process invoices including patient demographics, financial, bank and credit card information, medical and insurer specific information such as insurer name and policy/identification details

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us by your clinic/healthcare provider for one of the following reasons:

- To enable the laboratory to process tests for diagnostic and screening purposes.
- To enable the laboratory to issue invoices to the requesting clinic/healthcare provider

- To enable the laboratory to report statistical data to Public Health England
- Your clinician may also request that test results are sent directly to your mobile telephone contact number, on your behalf

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) We have a contractual obligation**

**(b) We have a legal obligation.**

We are legally obligated to share data with Public Health England at regular intervals as this is required for studies conducted by this authority. We may also be obligated to share your data if requested by law enforcement or other authority.

## **How we store your personal information**

We keep only the minimum data required to process your tests. We are then obligated to retain this data for the appropriate length of time defined by the Royal College of Pathologists Retention and Storage of Pathological Records and Specimens (5<sup>th</sup> Edn, 2015).

All data we store is held remotely on secure servers by our accredited IT Service Provider (Razorblue - [www.razorblue.com](http://www.razorblue.com)).

Request forms (non-Histopathology) are held for a period of no greater than 6 months.

Histopathology request forms are retained for a minimum of 30 years.

Paper reports are held for no longer than one month.

All paper copies of request forms and reports are routinely disposed of securely via a responsible confidential waste handler.

All request forms are stored in a secure facility which is protected by 24-hour security and CCTV surveillance.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Please note that we are required to hold minimum data in relation to your tests and subsequent results. This is to ensure we comply with the guidance set out by The Royal College of Pathologists. For this reason, it is unlikely that we would be able to remove data that we hold, as we only hold the minimum data necessary to be able to process your tests and comply with this guidance.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [enquiries@acculabsdiagnostics.co.uk](mailto:enquiries@acculabsdiagnostics.co.uk) if you wish to make a request.



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## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

[enquiries@acculabsdiagnostics.co.uk](mailto:enquiries@acculabsdiagnostics.co.uk)

Alternatively, you can contact the laboratory via telephone and ask to speak to the Laboratory Manager on: 01740 644439.

For more information, please refer to our **Complaints Policy**.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>