

**Fair processing notice: As a registered Pharmacy, Calea UK Limited has been requested by your Clinician to provide and deliver your medical and nutritional requirements.**

**We aim to provide a smooth running service that will deliver your medical and nutritional requirements directly to your home. To do this we need to keep records about you and the care we have provided or plan to provide to you.**

**We know that you value your privacy and the security of personal information held about you. This leaflet sets out more details of what information we collect and hold about you, how we use it, who can access it and your rights with regards to accessing your information.**

We provide services across the UK. We are registered with the Information Commissioner's Office (ICO) to process personal and special categories of information under the Data Protection Act and our registration number is Z591294X.

#### **Why we keep personal information about you?**

We aim to provide you with the highest care. To do this we must keep records about you and the care we provide for you. Our staff are trained to handle your information correctly and protect your privacy. We aim to maintain high standards, adopt best practice for our record keeping and regularly check and report on how we are doing. Your information is never collected for direct marketing purposes, and is not sold to any third parties.

We may share your data within the Fresenius Group as some of your data will be stored on servers in Germany and hosted by Fresenius Netcare GmbH, Else-Kröner-Straße 1, 61352 Bad Homburg, Germany.

We store your data in the cloud. This means that your personal data may be processed by cloud service providers and stored in different countries (including Ireland, Netherland, United Kingdom and Germany). We require these providers to implement similar data protection measures as we take based upon contractual arrangements.

Information is held for specified periods of time as set out in our agreements with the NHS and in accordance with the latest version of the NHS Records Management Code of Practice.

#### **How we collect information about you?**

We collect information about you in a number of ways:

#### **Information others tell us:**

Your clinician will provide your information to us. This will include your full name, address and postcode and contact details and details relating to what medical and nutritional requirements you have been prescribed.

#### **Information you tell us:**

You may tell us if there are any changes to your personal details. We'll need to let your clinician know of these changes too.

#### **What information do we keep about you**

The information we hold may include:

- basic details about you, such as address, date of birth, telephone numbers, email address, next of kin;
- records of the medical and nutritional requirements you have been prescribed by your clinician which have been supplied by us;
- information relevant to your continued care from other people who care for you and know you well, such as other

- health care professionals;
- special delivery instructions and/or a second delivery address.

As part of providing a professional, safe and efficient service, there is certain information that we record. This includes details of your medical and nutritional requirements, ancillaries (i.e. syringes/giving sets) and appliances as well as significant advice given and referrals made to other health care professionals.

### **How do we hold your information?**

We create and hold your records electronically and sometimes in hard copy where necessary.

Any information we hold about you is held securely and is only accessible to those who are involved in your care or have a legitimate need to access. The information held about you will not be shared for any other reason, unless:

- you ask us to do so
- we ask and you give us specific permission
- we are required by law

### **How do we use your information?**

Information collected about you to deliver your healthcare is also used to assist with:

- making sure your care is of a high standard;
- helping train staff to carry out their roles;
- support research (using anonymised data only);
- reporting and investigating complaints, claims and untoward incidents; and
- reporting events to the appropriate authorities when we are required to do so by law.

The legal basis for the processing of your information is either that the NHS has obtained consent to the processing of your personal data to provide the services or that it's required for the provision of health or social care or treatment.

There may be situations where we are under a duty to share your information. For example, we may be required by law to report certain information including with the Care Quality Commission who inspect the quality and safety of the care we provide or if a formal court order has been issued. We may also have to share your information when it's absolutely necessary for the prevention or detection of crime or prosecution of offenders or where there are serious risks to the public or our staff.

### **Who can see your information?**

Your information will only be accessible to those involved in your care or administration. This may include but is not limited to, our nurse advisers, patient support services and resource planners who book appointments and answer patient queries, medical devices team who are responsible for maintaining equipment, our pharmacists and our warehouse and distribution team.

All of our staff and contractors receive appropriate and on-going training to ensure that they are aware of their personal responsibilities and have contractual obligations to uphold confidentiality, enforceable through disciplinary procedures. Staff only have access to personal information where it is appropriate to their role and is on a strictly "need to know" basis.

Anyone who receives information from us also has a legal duty to keep this information confidential.

Your clinician will have discussed with you the delivery service that we provide and will have requested your consent to pass your details to us. We'll provide details to our transport companies to enable them to deliver promptly to you. The information required by the transport companies includes:

- full name
- full address & postcode
- telephone number (landline or mobile in the event that they need to contact you directly for directions)
- any special delivery instructions

The transport companies may get knowledge of your medical and nutritional requirements because of delivering the packages to you. We require the transport companies to implement similar data protection measures we take based on contractual arrangements.

We may pass your information to other third-party suppliers from time to time to support us in the purposes set out above. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow third-party suppliers to use your data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Your clinician will also require information to be provided to them to ensure all records are kept up-to-date.

We'll only share information with those who have a legitimate right to know.

### **Your Rights**

If we need to use your personal information for any reason beyond those stated, we will discuss this with you and ask for your permission to do so where you will have option to agree or disagree. This is explicit consent.

Data protection law gives individuals rights in respect of the personal information that we hold about you:

- 1) To ask for access to your information. This includes all pharmacy records about you and will be in the form of a Stock Card. This advises of all your medical and nutritional needs we provide for you. It also includes the dates on which you should expect your patient care co-ordinator to contact you and when your delivery is to be expected.

You will need to give adequate information to us in order

for the patient care co-ordinators to identify you (e.g. full name, address and date of birth).

- 2) To ask for your information to be corrected if it is inaccurate or incomplete.
- 3) To ask for your information to be deleted or erased. Please note that this does not apply to your health or care record or where we process information for public health purposes.
- 4) To ask us to restrict the use of your information in some circumstances.
- 5) To request your personal information be transferred to other providers on certain occasions

We also comply with the NHS Code of Practice on Confidentiality and pharmacists have a requirement under their professional Code of Ethics to keep records about you confidential, secure and accurate.

If you have any queries on the use of your information then you can speak to our Data Protection Officer:

Data Protection Officer  
Calea UK Limited  
Cestrian Court, Eastgate Way  
Runcorn, WA7 1NT  
United Kingdom  
E-mail: [consentukire@fresenius-kabi.com](mailto:consentukire@fresenius-kabi.com)

Should you wish to lodge a complaint about the use of your information then please contact;  
[FK.Complaints-UK@fresenius-kabi.com](mailto:FK.Complaints-UK@fresenius-kabi.com)

If you're unhappy with the outcome of your enquiry then you can write to:

The ICO  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF Tel: 01625 545700