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Lambda Medical

Fair notice and Privacy Policy

Version Control

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1.0	11/11/22	11/11/22	Lewis Wright	Complete Review and updated document template

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1.0 Document Control:

1.1 This document is only valid on the last date it was distributed. The source of the document currently resides locally with the Document Controller. Refer to the Document Controller if you are in any doubt about the authenticity of this document.

2.0 Introduction

This privacy policy explains why Lambda Medical Ltd collects information about patients and how that information may be used.

3.0 How we keep information Confidential and Safe

3.1 Everyone working for Lambda Medical Ltd reads and confirms as such the Confidentiality Policy and a Duty of Candour Policy. Information provided in confidence will only be used for the purposes advised with consent given by the patient, unless there are other circumstances covered by the law.

3.2 Under the Lambda Medical Ltd Confidentiality Policy, all staff are required to protect patient information, tell patients how their information will be used, and allow the patient to decide if and how their information can be shared.

3.3 Information is saved in various locations within our organisation. These are briefly detailed below:

3.3.1 Staff information: we store information about or staff to evidence their compliance and career journey with us. This is stored both digitally and within hard copies (should one fail). Hard copies are kept within a locked safe which only selected staff have access to. Digital copies are kept within a secure cloud storage unit and upon our own internal staff portal operated by ingenii digital (a provider to some NHS trusts).

3.3.2 Patient information: Patient information is generated as part of our service delivery from transport booking through to patient report form completion (a document our staff use to document clinical findings and pass these on to you via a carbon copy. These are stored as a hard copy due to the nature of the creation, this is within a stand alone fire proof, high security safe which is located on site within our CCTV monitored premise.

3.3.3 Organisational information and records: these are kept as digital and hard copies as per staff documents in their respective locations. All areas where data is kept as a hard copy is not only locked within stored security cupboard, but they are also monitored by 24h CCTV at all times.

4.0 Why we collect information

4.1 In carrying out our roles on a daily basis, we collect information about patients. This information is used to help us improve our service to our patients and treat them as appropriate including ensuring the correct ongoing care pathway is selected. Some of this information is held to support patient care journeys both during and after our interaction with them, it also acts as evidence for the observations taken and care given at the time of service delivery/interaction with our crews.

5.0 Invoice Validation

5.1 Information such as name, address and date of treatment may be passed on to enable the billing process. These details are held in a secure environment and kept confidential. This information will only be used to validate invoices / job completion and will not be shared for any other purposes.

6.0 Safeguarding

6.1 To ensure that adult and children's safeguarding matters are managed appropriately, access to identifiable information will be shared in limited circumstances where it's legally required for the safety of the individuals concerned.

7.0 How do we maintain the confidentiality of your data?

7.1 We are committed to protecting your privacy and will only use information collected lawfully in accordance with the GDPR regulations, Human Rights Act, Lambda Medical Ltd Confidentiality Policy and Lambda Medical Ltd Duty of Candour Policy.

7.2 We maintain our Duty of Confidentiality to patients at all times. We will only ever use or pass on information about patients if others involved in your care have a genuine need for it. We will not disclose patient information to any third party without the patients permission unless there exceptional circumstances, e.g. where the law requires information to be passed on or where the individual is unable to express their consent but it is done so for the benefit of the patients treatment for example in life saving situations.

8.0 Purpose

- Are encouraged to support, contribute to, and participate in, the initiatives and activities of this policy.
- All staff are encouraged to separate the waste we create and dispose of this in the appropriate recycling and waste bins provided.
- All staff are encouraged not to idle vehicles unnecessarily to avoid fuel wastage and emissions output.
- All staff are encouraged to monitor the use of items whilst performing their duties to not generate unnecessary waste as part of their service delivery.

9.0 Who are our partner organisations?

9.1 We may also have to share some patient information, subject to strict agreement on how it will be used, with the following organisations:

- NHS Trusts
- Clinical Commissioning Groups
- Local Authorities
- Social Care Services
- Police

9.2 Lambda Medical Ltd will never share patient information outside of health partner organisations without explicit consent unless there are exceptional circumstances such

as when the health and safety of others is at risk, where the law requires it or to carry out a statutory function.

9.3 Within the health partner organisations and in relation to the above-mentioned themes, Lambda Medical Ltd will assume 'implied consent' unless the patient has given in writing a wish to opt out. This means the patient will need to express an explicit wish not to have information shared with other NHS organisations, otherwise they will be automatically shared.

10.0 Freedom of Information Requests

10.1 As a private provider, Lambda Medical Ltd is not subject to the Freedom of Information Act 2000. Lambda Medical Ltd will follow the same rules as an NHS organisation and, if possible, aid in the assistance of supplying the information requested by a patient or provider.

10.2 Any request for information, in the first instance should be addressed to the managing director at our registered office address.

11.0 Associated Documents:

Doc Ref No	Policy Name