

# Antibody Testing Service Privacy Notice

Medvivo have been commissioned by the Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group to provide a COVID-19 Antibody Testing Service.

This privacy notice explains how we use any personal information we collect about you as part of the COVID-19 Antibody Testing Service.

Medvivo Group Ltd is a company registered in England and Wales under company number 05146354 with its registered office at Oakhill House 130 Tonbridge Road, Hildenborough, Tonbridge, Kent, TN11 9DZ.

## How do we collect your personal information?

We collect your personal information:

- When you submit an online form agreeing to have a COVID-19 antibody test
- When you call Medvivo or we call you to arrange an appointment for a COVID-19 antibody test

## What types of personal information do we collect about you?

We collect the following types of personal information:

- Full name
- NHS number
- Date of Birth
- Sex
- Address
- Email address
- Contact telephone numbers
- Details of recent COVID-19 symptoms

## How will we use the personal information we collect about you?

We will use your personal information in the following ways:

- To keep a record of all booked COVID-19 antibody tests
- To book you an appointment for your COVID-19 antibody test in our Adastra clinical system
- To log a COVID-19 antibody test in the RUH ICE clinical system
- To enable us to investigate any incidents, complaints or compliments we may receive

Any medical or health related personal information will be treated with confidence in line with the Common Law Duty of Confidence.

Any reporting (such as the number of tests completed by organisation) will be completely anonymous.

## Call recording

Recordings of calls made and received by Medvivo may be used to support the learning and development of our staff and to improve the service we provide to our customers and patients.

They may also be used when reviewing incidents, compliments or complaints.

Call recordings will be managed in the same way as all other personal information processed by us and in line with all current legislation.

## Data processors

We may use the services of a data processor to assist us with some of our data processing, but this is done under a contract with direct instruction from us that controls how they will handle personal information and ensures they treat any information in line with the Data Protection Act, the General Data Protection Regulation, confidentiality, privacy law, and any other laws that apply.

## How will we share your personal information?

We will create you a record on the RUH ICE system which will be accessed by the RUH laboratory staff when they process your COVID-19 antibody test.

## How long do we keep your personal information?

We will hold your personal information for 6 years after your COVID-19 antibody test.

We keep recordings of our calls for 6 years.

The RUH will retain your personal information contained in ICE for 10 years.

## Legal basis

We have been commissioned by the Bath and North East Somerset, Swindon and Wiltshire clinical commissioning group to provide the Antibody Testing Service and it is necessary for us to process your personal information for the performance of this task in the public interest.

Information concerning your health (special category data) will be processed for medical diagnosis and for reasons of public interest in the area of public health.

Such processing will only be carried out by a health or care professional or by another person who owes a duty of confidentiality under legislation or a rule of law.

Whilst investigating an incident, complaint or complement we will process your personal information on the basis it is in your and our legitimate interest to do so with the full details required.

In some circumstances, we may process your personal information on the basis that:

- it is necessary to protect your vital interests;
- we are required to do so in order to comply with legal obligations to which we are subject;
- in the establishment, exercise or defence of a legal claim;
- or
- you have given us your explicit consent to do so.

## Your rights

You have a right to:

- receive a copy of the information we hold about you;
- correct inaccuracies in the information we hold about you
- withdraw any consent you have given to the use of your information;
- complain to the relevant supervisory authority in any jurisdiction about our use of your information
- in some circumstances:
  - erase information we hold about you;
  - receive a copy of your personal data in an electronic format and require us to provide this information to a third party;
  - restrict the use of information we hold about you; and
  - object to the use of information we hold about you.

You can exercise these rights by contacting us as detailed below.

## How to contact us

If you have any questions about our privacy notice, the personal information we hold about you, or our use of your personal information then please contact our Data Protection Officer at:

Data Protection Officer  
Medvivo Group Ltd  
Fox Talbot House  
Bellinger Close  
Chippenham  
Wiltshire  
SN15 1BN

Or

[DataProtection.Officer@Medvivo.com](mailto:DataProtection.Officer@Medvivo.com)

## How to make a complaint

You also have the right to raise any concerns about how your personal information is being processed by us with the Information Commissioners Office (ICO):

<https://ico.org.uk/concerns>

0303 123 1113

## Changes to our privacy notice

We keep our privacy notice under regular review and we will provide any updates to your employer. You can also ask the receptionist to show you a copy of this privacy notice during your appointment.

This privacy notice was last updated on 30<sup>th</sup> June 2020.