

1. In the case of an agreement concluded by a service user himself/herself:

We hereby inform that the consent may be withdrawn at any time by sending an email to: dataprotection@promedica24.co.uk or by phone by calling: +44 20 3318 5475. Withdrawing your consent will not affect the compliance with the right to process data, if such processing was performed before the consent was withdrawn

Consent to the processing of health data

I hereby give my consent to the processing by the company
of the personal data regarding my health, for the purposes of preparing and performing a care services agreement.

yes, I consent no, I do not consent
(date and signature)

Consent to marketing

I hereby agree to receive from Promedica24 UK Ltd in Watford, via email, SMS/MMS and by phone the marketing content containing information about the Promedica24 Group services, consumer research, contests, promotions and events organized by the entities belonging to the Promedica24 Group.

yes, I consent no, I do not consent
(date and signature)

**2. AGREEMENT CONCLUDED BY A legal representative
(Where a person lacks capacity in line with the MCA 2005)**

We hereby inform that the consent may be withdrawn at any time by sending an email to: dataprotection@promedica24.co.uk or by phone by calling: +44 20 3318 5475. Withdrawing your consent will not affect the compliance with the right to process data, if such processing was performed before the consent was withdrawn.

Consent to the processing of health data of a service user (in the case the service user is a party to the agreement)

I hereby agree to the processing of personal data, including health data, of
.....
(full name of the service user),

in order to prepare and perform the agreement for the provision of care services.

I hereby declare that I am authorised to submit the above statements regarding the processing of personal data.

yes, I consent no, I do not consent
(date and signature)

**Consent to the processing of the ordinary data of a legal representative
(service users's representative gives his/her contact details that will be used during the term of the agreement).**

I hereby give my consent to the processing of my personal data by the company
in order to perform the agreement provided for the benefit of the person I am a legal representative of.

yes, I consent no, I do not consent
(date and signature)

Marketing consent for the processing of the ordinary data of a legal representative

I hereby agree to receive from Promedica24 UK Ltd in Watford, via email, SMS/MMS and by phone the marketing content containing information about the Promedica24 Group services, consumer research, contests, promotions and events organized by the entities belonging to the Promedica24 Group.

yes, I consent no, I do not consent
(date and signature)

The administrator of your data is:

- in connection with the conclusion and implementation of the agreement for the provision of care services;
- Promedica24 UK Limited in Watford - in case of giving marketing consents.

Detailed information on the protection of personal data can be found on the website <https://www.promedica24.co.uk>.

For more information on the processing of your data, you can contact the Data Protection Officer: dataprotection@promedica24.co.uk.

Your personal data will be processed in order to prepare an offer and perform an agreement for the provision of care services (also applies to the contact person); in the case of marketing consent, your data will also be processed to provide you with marketing content. In addition, your personal data will be processed for the purpose of sending occasional materials and regarding ongoing cooperation established under this agreement. Providing data is voluntary, yet necessary for the preparation and performance of the agreement for the provision of care services or for the implementation of marketing targets.

We process your personal data, because:

- the data is necessary for our performance of a contract with you,
- you have consented to our use of your personal data, or
- it is in our legitimate business interests to use it. Our legitimate interest is to build positive customer relations and promote our marketing.

Access to your data will be provided to our employees, representatives and other entities from the Promedica24 Group cooperating with our company, as well as entities not belonging to the Promedica24 Group rendering IT, telecommunications, marketing and logistic services to our benefit, which support us in our operations. These entities will have access to your data only for the purpose of proper performance of the agreement or marketing purposes. Your data will also be processed by entities operating in the United States of America, supporting us in the area of information technology and telecommunications. These entities have joined the Privacy Shield program, approved by the European Commission, which means that they properly protect personal data.

Your data will be stored:

- in the case of data processed in connection with the need to take action before the conclusion of the agreement and the implementation thereof, as well as the data concerning health processed on the basis of consent – after the termination or expiry of the agreement, and when no agreement is concluded, in relation to the legitimate interest of the company

involving the need to store data for the possible defence against claims, no longer than required by applicable law. The period of the storage of personal data also applies to the storage of data of the contact persons.

- In the event of the withdrawal of the consent to receive marketing information, the data will be stored no longer than required by applicable law regarding the limitation of claims.

You have the right to:

- request access to personal data, rectification, deletion or limitation, as well as the right to object to the processing and to transfer data;
- withdraw your consent to the processing of data or receive marketing content at any time, by sending an email to the following address: dataprotection@promedica24.co.uk or by phone by calling: +44 20 3318 5475, alternatively in writing. Withdrawing your consent will not affect the compliance with the right to process data, if such processing was performed before the consent was withdrawn
- submit a complaint to the supervisory body regarding the processing of your personal data by us:

Contact Details for ICO

Helpline No. 0303 123 1113 (open Mon-Fri 9am to 5pm).
postal address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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

Your data will not be used for profiling or making automated decisions.