

PERSONAL DATA COLLECTION STATEMENT

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We hereby inform that the consent may be withdrawn at any time by sending an email to: dataprotection@promedica24.co.uk or by phone: +44 20 3318 5475.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will not affect the compliance with the right to process data, if such processing was performed before the consent was withdrawn.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

I hereby give my consent the processing by Promedica24 UK Ltd, Promedica24 (Wiltshire) Ltd, Promedica24 (West Midlands) Ltd and Promedica24 (Lancashire) Ltd of my personal data, including data on my health, in order to provide details of the offer of care services. I hereby acknowledge that I have the right to withdraw my consent at any time.

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

Marketing consent

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. In the case of an agreement concluded by a legal representative

We hereby inform that your consent may be withdrawn at any time by sending an email to: dataprotection@promedica24.co.uk or by phone: + 44 20 3318 5475.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will not affect the compliance with the right to process data, if such processing was performed before the consent was withdrawn.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 of the service user not having capacity in line with The MCA 2005)**

I hereby agree to the processing of personal data, including health data, of

.....
(full name of the service user),

by Promedica24 UK Ltd, Promedica24 (Wiltshire) Ltd, Promedica24 (West Midlands) Ltd and Promedica24 (Lancashire) Ltd in order to provide details of the offer of care services for him/her.

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)

I understand that the information will be processed and maybe stored in the following ways:

- Paper documentation
- On an internal computer system
- External Server
- Cloud storage facility
- Video footage
- Photographs

I understand that it may be necessary for Promedica24 companies to share the information I have supplied with other organisations and professionals to ensure safe, personalised and effective health and/or social care. It may also be shared in order to safeguard myself or another person or in the public interest.

Consent to the processing of the ordinary data of a legal representative (service user's legal 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 Promedica24 UK Ltd, Promedica24 (Wiltshire) Ltd, Promedica24 (West Midlands) Ltd and Promedica24 (Lancashire) Ltd, in order to provide details of the offer of care services for the person I am a legal representative.

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

Marketing consent for the processing of the 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)

We inform that the following companies:

- Promedica UK Ltd, in Watford, WD17 1AP, Cassiobury House, 11/19 Station Road, Watford, Herts,
- Promedica24 (Wiltshire) Ltd in Swindon, SN2 8BW, Kembrey Park Pure Offices Suite 50,
- Promedica24 (West Midlands) Ltd in Coventry, CV4 8JA, Westwood Way, Westwood Business Park, Ensign Business Centre, First Floor No 15,
- Promedica24 (Lancashire) Ltd, in Rawtenstall, BB4 6HH, New Hall Hey Road, Hardmans Business Centre, Suite 1,

are co-administrators of your personal data processed on the basis of your consent expressed in order to contact you and provide the details of the offer of care services. It translates into the fact that these companies will jointly process your data, so that you can receive a detailed offer regarding care services that you might be interested in.

Promedica24 UK, and the associated companies are, responsible for:

- storing your data in the IT system,
- contacting you in order to provide a detailed offer of care services,
- responding to your questions and requests concerning personal data.

The remaining companies are responsible for preparing a detailed offer of care services tailored to your needs. In the event you decide to use Promedica24 services, an agreement will be entered into with one of the regional companies, depending on your place of residence. On that basis, the administrator of your personal data processed in order to conclude the agreement will solely and exclusively be the specific regional company.

If you agree to receive marketing content, the administrator of your personal data shall be Promedica24 UK Ltd, in Watford, WD17 1AP, Cassiobury House, 11/19 Station Road, Watford, Herts. Your data will then be processed to provide you with marketing content.

Detailed information on the protection of personal data can be found on the website.

Any questions and requests regarding personal data may be sent electronically to the address of the Data Protection Officer by sending an email to the following address: dataprotection@promedica24.co.uk or by phone: +44 20 3318 5475, or by post: Cassiobury House, 11-19 Station Road, Watford, WD17 1AP.

Should you suffer any damage due to the violation of the provisions on the protection of personal data concerning the processing thereof, you may direct your claim to any of the above-mentioned companies.

ADDITIONAL INFORMATION CONCERNING PERSONAL DATA:

- The legal basis for data processing is:
 - a consent to the processing of personal data,
 - the legitimate interest of Promedica24 UK Ltd in building positive customer relations and marketing activities regarding Promedica24 UK Ltd, as well as the Promedica24 group companies
- Providing data is necessary to present the details of the offer of care services or the implementation of marketing activities.
- Access to your data will be provided to our employees, representatives, other entities from the Promedica24 Group cooperating with the above-mentioned companies, 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 carrying out tasks related to answering your questions. Your data will also be stored by entities operating in the United States of America. These entities have joined the Privacy Shield program, approved by the European Commission, which means that they properly protect personal data.
- In the event of the withdrawal of any consent whatsoever, the data will be stored no longer than required by applicable law regarding the limitation of claims. We also consider the lack of interest in our offer as the withdrawal of consent.

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.