

1. Who we are

Workwell Health Ltd provides services across a broad range of Occupational Health services for both industrial and commercial businesses, helping to ensure your workforce is healthy, productive and that sickness absence is managed effectively and minimised. We are committed to looking after your personal data in line with current General Data Protection Regulations (the GDPR). How we do this is set out in this Data Privacy Policy.

If you have any questions as to how we look after your data, please do email us at the email address listed below or write to us at the address listed below.

We do review our Data Privacy Policy regularly and therefore this document will be updated periodically; the last update date is shown below.

Trading Name:	Workwell Health Ltd
Trading Address:	7 Alderton Grove, Meir Park, Stoke-on-Trent, ST3 7SZ
Directors:	Judith Bourne, Russell Bourne
Company Registration Number:	06307644
Email Address for Official Notices:	info@workwell-health.co.uk
Data Retention Periods:	Please refer to page 3 of this policy
Date this policy last updated:	17th May 2018

2. What this policy is about and what it describes

The purpose of this policy is to inform you of how we will collect and use personal data about you.

- When we talk about [personal data](#) we are referring to any information which identifies a living individual. As we process Health information, we continue to respect the right to privacy and confidentiality after a person has died.
- When we talk about how we [process](#) your personal data, this is where we do something with your personal data, including how it is collected, recorded, organised, stored, disclosed and deleted.
- If we make a reference to [special category data](#), we are referring to personal data which reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, sex life or sexual orientation, health, genetic or biometric data.
- We process information about [Health Surveillance recipients](#) who have been identified by our clients as requiring a Health Surveillance.
- We process information about our [clients](#) who we work with to undertake Health Surveillance on their employees on their behalf.
- We process information about our [suppliers](#) from whom we have purchased goods and services.

3. What personal data we process and why

We have completed a Data Audit of the personal data we collect and have identified our lawful basis for processing this data. You can request a copy by sending an email to the address on page 1 of this policy.

Where we rely on consent for processing your personal data, you can withdraw your consent at any time by sending an email to the address on page 1 of this policy.

i. **Health Surveillance recipients**

- Where we process information about Health Surveillance recipients, the information we have is provided by our client and by you. Typically, the personal data we collect will be your name, date of birth, health data, how we obtained this, and any background information from you.
- When we are processing data about you on behalf of a client, we are operating under the banner of our client's data privacy policy. We will refer any enquiry from you to them, as they are the 'data controller' responsible for dealing with your query.

ii. **Clients**

- Where we process information about prospective clients, the information we have is either provided by you, freely accessible via the internet or a relevant contact for our business. We will process this information to understand our relationship with you, including your wishes for us not to make contact again.
- Once you have entered into a contract with us, we will collect information from you to fulfil the contract and for invoicing purposes. We keep records of the service we have provided to you, and any information you give us, so we can support you when needed. We do not store credit card or bank details. If you pay us by BACS or direct transfer, we know only what the bank tells us.

iii. **Suppliers**

- We collect information on potential and actual suppliers, this is mostly provided by you. We handle this data in a similar way to how we handle client information.
- If you become a supplier we keep a copy of the contract between us, and we keep your bank details so we can pay you. We also keep a record of invoices/payments for accounting purposes. We keep a record of the work you undertook for us along with any comments, reviews or suggestions about that work including complaints (if any) and their resolution. This information is all needed to manage our customer relationships and our supply chain.

4. Data sharing – 3rd parties

We do not sell or exchange your personal data with organisations who may want to sell you something or use your data for other purposes.

i. **Platforms**

We keep a list of software platforms, these platforms help us to manage our business and have been listed in our Data Audit. If you would like a list of these platforms, please send an email to the address on page 1 of this policy.

ii. **People**

Workwell Health Ltd is made up of two Directors, and it is therefore necessary for us to outsource some of the support services required to run our business. These may include Accountants, Web Designers, IT Support and more. They have limited access to your data, where the service they provide to us means they need it.

iii. **Nursing and Midwifery Council**

Health Surveillance is carried out by Judith, who operates within the Code for nurses and midwives. For more information see <https://www.nmc.org.uk/standards/code/> Judith has an obligation to make sure that patient and public safety is protected, and as such will raise concerns immediately whenever she comes across situations that put patients or public safety at risk. Judith will take necessary action to deal with any concerns where appropriate.

5. Where your data is located

We use mainstream packages and keep paper records. This does mean that some of your data is stored in the European Economic Area (EEA), and some is stored in the United States of America (USA) or elsewhere. Where your data is stored in the USA we aim to use systems which have a Privacy Shield.

6. Data Retention

We do need to keep some information to comply with our legal obligation, for example we keep financial records for the period as set out by HMRC. We keep Health Surveillance records for as long as necessary to comply with our legal responsibility. We have documented our retention period in our Data Audit file.

7. Your Rights

You have the right to know what information we are collecting on you, and to amend this information if it is inaccurate.

- If you would like to talk to us about the information we hold on you, please let us know so we can comply with your request.
- If you would like to know what information we hold about you please send an email to the address on page 1 of this policy, or send a letter to the address on page 1 of this policy, so we can explain the process and what information we need from you to fulfil your request.

8. Complaints procedure

If you have a complaint about the what information we hold about you, or how we are storing it, please in the first instance send an email or a letter to the contact details as set out on page 1 of this policy. Provide your full name, address and the nature of the complaint.

9. Cookies

We use cookies to compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf.

The Google Analytics JavaScript libraries use HTTP Cookies to "remember" what a user has done on previous pages / interactions with the website and compile data regarding user interactions.