

PRIVACY NOTICE

VIRTUAL HOSPITAL APPOINTMENTS

ELECTIVE RESTORATION AND RECOVERY CARE DELIVERY PROGRAM

To reduce waiting lists Manx Care has commissioned a third party, Medefer Limited to undertake validation and outpatient consultations in order to propose treatment/referral with regard to your health condition.

Purpose

Manx Care will seek your consent to provide your personal data to Medefer Limited which you may withdraw at any time.

If you do not consent to use the virtual hospital appointment system then no data will be provided to Medefer Limited and instead an appointment will be made for you to see a Nobles Hospital Consultant as soon as possible.

If you do consent then Manx Care will provide Medefer Limited with your personal data. The personal data that Manx Care will provide includes:-

your name, address, email address, NHS and Hospital Number, date of birth, next of kin details and relevant clinical information such as your treatment/referral information , any previous assessments or tests or other relevant information provided by your GP or Manx Care health care professionals, together with any allergies or health conditions.

Method of processing

Medefer will be provided with access to Mediviewer the Nobles Hospital Patient System. In addition paper documents will be scanned and provided to Medefer via NHS mail encrypted.

Data retention period

Medefer Limited will archive any inactive clinical records until the record can be reviewed prior to it being securely destroyed as per Medefer's Retention of Record Policy. The decision to destroy the record will be recorded using Medefer's system by recording on the patient record "DES" (Record Destroyed). At contract termination Manx Care will liaise with Medefer to ensure process for the review and secure destruction of records.

Nobles Hospital Retention of Record Policy can be found [here](#).

Your rights

You may exercise your rights to Manx Care or Medefer Limited. Your rights include:-

- **Right of access**
- **Right to rectification**
- **Right to erasure**
- **Restriction of processing**
- **Right to object to processing**
- **Right to data portability**

There are circumstances where these rights may be restricted. For more information please refer to the Information Commissioner's website at <https://inforights.im/individuals/data-protection/>

In most cases there is no charge for exercising your rights and we must respond to you within one month.

Right to lodge complaints with the supervisory authority:

You may also lodge a complaint with the Information Commissioner. The [Isle of Man's Information Commissioner](#) is the independent supervisory body responsible for upholding the public's information rights and promoting and enforcing compliance with the Island's data protection legislation.

Data Protection Officer

You may contact us at:

DPO, Manx Care
Noble's Hospital
Strang
Braddan
IM4 4RJ

Email: DPO-ManxCare@gov.im

Telephone: 01624 650731

Medefer Ltd. Data Protection Officer
Floor 1,
89-93 Fonthill Road,
London N4 3JH

Email: data.protection@medefer.com