

PRIVACY POLICY

ZOT LTD

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PRIVACY POLICY:

This privacy policy explains about what happens to any personal data that you give to us, or any that we may collect from or about you.

This policy applies to personal information processed by or on behalf of the organisation.

Further explanation;

- Who we are, how we use your information and who our Data Protection Officer (DPO) is?
- What kinds of personal information about you we process?
- What the legal grounds for our processing of your personal information are (including when we share it with others)?
- What you should do if your personal information changes?
- How long do we retain your personal information?
- Using our website and collect cookies?
- What your rights under data protection law are?

The General Data Protection Regulation (GDPR) became law on 24th May 2018. This is a regulation on the protection of confidential and sensitive information. It enters into force in the UK on the 25th May 2018, repealing the Data Protection Act (1998).

For the purpose of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the "GDPR"), and the Data Protection Act 2018 (currently in Bill format before Parliament).

ZOT limited is a registered "Data Controller", Information Commissioner Office (ICO) registration number (ZA453480). We collect and process personal information about you. This notice explains how we use and share your information. Information may be collected in the following formats - paper, online, telephone, email, CCTV or by a member of our staff, or one of our partners.

We will continually review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law. When such changes occur, we will revise the "last updated" date as documented in the version control section.

WHY WE COLLECT INFORMATION ABOUT YOU?

When you need ambulance transport services, we take the information about you so that we can give you the best possible care. You will be asked to provide details about yourself. This information will help us provide the following:

- Deliver high quality transport services.
- Confirm your identity to ensure that we have accurate, up to date information to provide the best possible care for you where required in the event of an emergency within our vehicles.
- Support the provision of joined up services that meet your holistic health and social care needs.

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We may not be able to provide you with a service unless we have enough information about you.

For processing to be lawful under the General Data Protection Regulation (GDPR) we need to identify a legal basis before we can process personal data. These are often referred to as the 'lawful basis for processing'.

WHAT INFORMATION WE COLLECT ABOUT YOU?

WHAT ARE THE DIFFERENT TYPES OF DATA?

According to the General Data Protection Regulation, personal data means any information relating to an identified or identifiable natural person. An identifiable person may be someone who can be identified directly or indirectly.

Sensitive Personal Data relates to information concerning a data subject's racial or ethnic origin, political opinions, religious beliefs, trade union activities, physical or mental health, sexual life or details of criminal offences.

Pseudonymised data takes the most identifying fields within a database and replaces them with artificial identifiers or pseudonyms. For example, a name is replaced with a unique number. Pseudonymised data is not the same as anonymised data. When data has been pseudonymised it still retains a level of details in the replaced data that should allow tracking back of the data to its original state.

Anonymisation is the process of turning data into a form which does not identify individuals and where identification is not likely to take place. This allows for a much wider use of the information as it changes it from personal data to statistical data. Where possible, ZOT Limited uses and shares anonymised data instead of identifiable data to protect the confidentiality of the subjects involved while still being able to plan services.

What we collect and why we use it:

Personal demographic details including your name, address, date of birth, and phone number for:

- Identifying you, to ensure we have the right person to treat
- planning our services in your local area
- to contact you regarding collection and feedback.

Sensitive information: health data and diagnostic data

- This information is taken so that we can offer you the best care available and tailor it to your needs. It is kept securely and only those with a need to see it are allowed access.
- We may share information regarding your health with other agencies and organisations including other healthcare providers. This work is completed in accordance with Data Protection law, and where possible will either have had any information that identifies you removed, or with your consent.

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CLOSED CIRCUIT TELEVISION (CCTV) /SURVEILLANCE

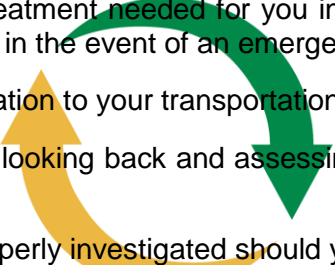
We have installed CCTV systems in our premises for the purposes of public and staff safety and crime prevention and detection. CCTV is also installed on our vehicles for the purposes of driving and collision investigations.

Images captured by CCTV will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated. We operate CCTV and disclose to relevant agencies, such as the Police, in accordance with the codes of practice and safeguards issued by the Information Commissioner.

HOW WE USE YOUR INFORMATION?

We will use the information you provide in a manner that conforms to the General Data Protection Regulation and which is supported by the Data Protection Act 2018. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

We will process your information for the following purposes:

- Staff collecting you have accurate and up to date information to help them decide the best possible care and treatment needed for you in the event of ongoing transfer of care between locations or in the event of an emergency.
 - We can contact you in relation to your transportation needs.
 - There is a good basis for looking back and assessing the type and quality of service you have received.
 - Your concerns can be properly investigated should you need to complain
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HOW WE PROTECT YOUR INFORMATION?

We understand the personal and sensitive nature of your information. In addition to the General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA18) everyone working for the organisation is subject to the Common Law Duty of Confidence. Staff are required to protect your information and must inform you how your information will be used and allow you to decide if and how your information can be shared.

WHO ELSE MIGHT SEE YOUR INFORMATION?

You may be receiving care from other people as well as the NHS so we may be required to share your information with them for example with:

- Other healthcare professionals e.g., doctors, nurses, ambulance services.
- Partner organisations who contribute to your long-term care e.g., GPs, social services, private sector providers.
- Other services e.g., cancer registries, complaints, auditing, research purposes etc. (anonymised/pseudonymised or your consent will be sought).

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We may also need to share your information for other purposes for example with (please note this list is not exhaustive):

- Carers/guardians with parental responsibilities
- Carers/guardians without parental responsibility (subject to explicit consent, unless data is anonymous)
- Disclosure to bodies with statutory investigative powers – e.g., the Care Quality Commission, the Audit Commission, the Health Service Ombudsman
- Disclosure, where necessary and appropriate, to non-statutory investigations – e.g., Members of Parliament
- Disclosure, where necessary and appropriate, to government departments other than the Department of Health
- Disclosure to solicitors, to the police, to the courts (including a Coroner's court), and to tribunals and enquiries
- We may therefore need to share your information with these individuals to ensure the best possible care is provided. We will only ever pass information about you if they have a genuine need for it, on a need to know basis, if there is a court order, there is a statutory power to share patient data or we have your consent. We will not disclose your information to a third party unless there are exceptional circumstances, such as when the health and safety of others is at risk or if the law requires us to pass on such information.



USING OUR WEBSITE AND COLLECT COOKIES:

ZOT LTD takes a proactive approach to users' privacy and ensures that necessary steps are taken to protect the privacy of its users throughout their visiting experience. Any links to a third-party website from www.myzot.co.uk has no liability directly on ZOT LTD.

All information has been provided on our website is on true faith and depicts the real information.

Booking forms;

Any information that will be supplied through our online booking forms will be kept in UK for the purpose of 'enquiry made' data.

Cookies on our website;

We do not collect cookies on our website and do not store any other information of our website users purposely other than the above explanation of this document.

Data Protection Officer (DPO)

Mr Shariq Feroz

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