

## OTHER IMPORTANT INFORMATION

### Your information

Flowliving medi-careservices is committed to protecting the privacy and security of your personal information. The following is a summary of the key points of our privacy notice and explains where to go for further information

### How we use your personal data

We collect and use personal data about you to provide our services to you and to let you know about other Flowliving medi-care services and services you might be interested in. You are free to opt out of marketing communications at any time.

In order to provide you with our services we may need to ask for information relating to your personal data such as (passport no, Full name, Date of birth, Address, NHS Number etc) . You are not obliged to provide this information but if you do not do so, we may not be able to provide you with the services you require. Where required, we will ask you for your consent to:

- process such information for the reasons set out above, and
- provide this information to our laboratory partners and other third parties in order to provide you results of test and reports and to adhere to etc (where applicable).

Where you have provided information about another person, you confirm that you have their authority to share that information with us in accordance with our privacy notice

### Who we share your data with

We may share your personal data with third parties. These may include our labs, our regulators, third-party service providers (such as **public health England**)

### Your rights in respect of your personal data

You have various statutory rights in respect of your personal data. For example, you have the right to ask for a copy of the personal data we hold about you and to ask for errors to be corrected. Our privacy notice explains all these rights in more detail and what you need to do to exercise them.

### How we keep your personal data secure

We continue to invest in protecting your personal data through staff training, IT systems security and by working closely with carefully ico

### Who to contact

We have appointed a data protection officer (DPO) to oversee compliance with our data protection obligations. If you have any questions about how we handle your personal information, please contact our DPO whose contact details are below.

While we hope you can discuss any issues you may have with the DPO, you also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection issues. It can be contacted via it is website at <https://ico.org.uk/>  
Our Data Protection Officer can be contacted on 02087816935 or by email to [info@flowmedicare.co.uk](mailto:info@flowmedicare.co.uk)

. We will never sell your data to other organisations for marketing purposes.

### Confirming your identity

We are legally required to verify the identity of our clients, to obtain information as to the purpose and nature of the work which we conduct on your behalf and to ensure that the information we hold is up-to-date. For this purpose, we will need to see appropriate documentary evidence