

Privacy Notice

Privacy Statement FAQ:

Who will use my data?	THINCS Ltd.
What for?	The formation of a report/assessment of your current circumstances, treatment and plans in relation to your absence and claim on your insurance policy.
What will happen?	The report/assessment will be forwarded to the insurance company using standard security protocols within 48 hours of the visit.
What data will be stored?	We will store the original referral form and a copy of the report/assessment.
What data will be shared?	We will only share your information with the insurance company.
How long?	Your data will be stored for one year after the completion of the report/assessment.
Who can access my data?	The insurance company.
How is my data kept secure?	We will store your data on secure document storage. Where your data is stored electronically, we will store on secure computing equipment and/or UK based servers and will be processed in the UK. We use industry standard security protocols and technology to secure your data.

Privacy Statement.

We take your privacy seriously and will only use your personal information to provide the insurance company with the report/assessment required by them alone. We will never sell, share, or use your personal information other than as described here.

About this privacy policy

This policy sets out how we will use and share the information that you give us. This policy describes your relationship with THINCS Ltd.

Identity and contact details of the Data Controller for THINCS Ltd

Tony Helliwell is the Data Controller and is committed to protecting the rights of individuals in line with the Data Protection Act 1998 (DPA) and the new General Data Protection Regulation (GDPR).

Tony Helliwell is also a Data Processor acting on behalf of the insurance company. As such, Tony Helliwell will act exactly and only as agreed in the contract with the insurance company.

Contact details of the Person responsible for Data Protection.

THINCS Ltd has a person responsible for Data Protection: Tony Helliwell who can be contacted through their website at www.thincs.co.uk or by post to Tony Helliwell, PO Box 214, Crowborough, East Sussex, TN6 9AD.

Who are we and how to contact us.

THINCS Ltd is a trading name of Tony Helliwell Insurance Nurse Consultancy Service Ltd that is registered in England and is registered with the Information Commissioner's Office under the Data Protection Act 1998. You can get in touch with us in any of the following ways:

By e mail to info@thincs.co.uk

Call: 07973 258123 [office hours]

Through this website: www.thincs.co.uk

By post: Tony Helliwell, PO Box 214, Crowborough, East Sussex, TN6 9AD

What are your rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information. Please visit www.thincs.co.uk for further information in relation to your rights.

To make any requests or objections should be made in writing to Tony Helliwell at PO Box 214, Crowborough, East Sussex, TN6 9AD.

How to change your preferences

You can visit the THINCS Ltd website to contact us to change your preferences at anytime. You can also call, email, or chat to us at info@thincs.co.uk

How we operate.

We operate in line with EU GDPR [May 2018] Data Protection guidelines. We are committed to maintaining your personal rights and allow all users to change or withdraw their opt-in options at anytime. We will also advise you on how to complain to the relevant authorities, namely the Information Commissioners Office.

Who this privacy policy applies to

THINCS Ltd is a third party provider of report/assessment services for insurance companies. This policy relates to both policy-holders and insurance companies. Processing of your data is required in order to offer you these services. This policy applies to individuals covered by an insurance policy owned by an insurance company.

What this policy applies to

This section describes the lawful basis for processing your data and applies to the information about yourself that you choose to provide us with or that you allow us to collect. In this case we accept your explicit consent as the legal basis for processing your data. This includes:

As a customer:

- information relating to you and your health
- information relating to employment

What information do we collect about you?

We collect data relating to your identity, personal health, medication, and treatments.

This includes:

- name
- one or more factors specific to the physical, physiological, mental, economic, cultural, social information
- date of birth
- home address
- home telephone number
- private email address
- employment history
- personal aspirations

What is our legal basis for processing your personal data?

Due to the sensitive nature of the data we collect, we are processing personal data under Article 6 **and** Article 9, specifically:

Article 6 - Personal Data	Article 9 - Special Categories
The data subject has given consent to the processing *	The data subject has given explicit consent to the processing
	Processing is necessary for the purposes of

	preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of <i>health or social care</i> or treatment, or the management of health or social care systems
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Where / how did we collect your data?

Some personal data will be obtained from the insurance company although the majority of data will be from the individual during the assessment.

How will your information be used?

We will receive contact details from your insurance company and then complete the assessment as described above. This information will then be passed to your insurance company.

Your data is not used by THINCS Ltd to make automated decisions.

How long will your information be held?

Your personal data will be stored for a period no longer than one year, or a period no longer than is necessary for the purposes of the insurance company.

Security of your information

We will store your data in secure document storage or where data is stored electronically, we store on secure UK based servers. Your data will be processed in the UK. We use industry standard security protocols and technology to secure your data.

Who receives your information?

The insurance company who manage your policy will receive the information.

Any transfers to third countries and the safeguards in place

This data will not be transferred outside of the EU.

Scope of Consent

By submitting your personal data, you are affirming your explicit consent for such information to be used in accordance with this Privacy Policy. You will be able to withdraw that consent at any time by the methods described.

Opting out at a later date

Once you have given your consent, you can amend or withdraw your consent at anytime. You can also choose to object to processing at anytime. We respect all user rights as defined in GDPR. If you have any comments or wish to complain please visit www.thincs.co.uk or contact us anytime.

Our obligations.

We are a data controller in relation to the information that you provide us with. As a result, we are legally responsible for how that information is handled. We also act as a Data Processor on behalf of the insurance company.

We will comply with the Data Protection Act 1998 and the GDPR [2018] in the way we use and share your personal data. Among other things, this means that we will only use your personal data:

- fairly and lawfully,
- transparently,
- as set out in the legislation and this policy,
- only to the extent necessary for these purposes.

We will take reasonable precautions to safeguard the personal information that you supply.

Third Parties

Your data is not shared with any third parties other than as described here.

Security

We will report any breaches or potential breaches to the appropriate authorities within 24 hours, and to anyone affected by a breach within 72 hours. If you have any queries or concerns about the data usage please contact us.

Legitimate Interests

Under the Data Protection Act, we are also permitted to share some information with third parties who use such data for non-marketing purposes (including credit and risk assessment and management, identification and fraud prevention, debt collection and returning assets to you). However in this case we will not share your information with any third parties.

Contacting us, exercising your information rights and Complaints

If you any questions or comments about this Privacy Policy, wish to exercise your information rights in connection with the personal data you have shared with us or wish to complain, please contact: THINCS Ltd. We will process SARs within 20 days, SAR responses are usually free but we reserve the right to charge for excessive or unfounded requests. We fully comply with Data Protection legislation and will assist in any investigation or request made by the appropriate authorities.

How to make a complaint

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact Tony Helliwell using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF
www.ico.org.uk