



Information for individuals receiving Occupational Health support from Occua Ltd

Your information

In order to provide an efficient Occupational Health Service, it is necessary to keep information relating to you and your health. This may include personal details such as your name, date of birth and contact details, as well as clinical records, information about your employment and job role, understanding of health treatment, test results (e.g. from surveillance such as hearing tests) and appointment details. Information that you have provided (or consented to being obtained) from another health professional, (such as GP reports) will also be held on your record.

Secure storage:

Occua is committed to protecting data and maintaining information in line with General Data Protection Regulation (GDPR) 2018 and has invested in high quality security features to secure paper and electronic information. Occua premises are also secured. Electronic data is backed up routinely. Specific arrangements for keeping information safe are described in Occua's Data Protection, Record Keeping and Electronic Data Security Policies, which are reviewed annually. Occua is registered with the Information Commissioners Office (ICO) in respect of its usage of personal data and pays an annual subscription as required.

Sharing your information:

Data will only be released by Occua to a third party with your explicit consent. The only exception to this is where there is an overriding and justifiable reason, such as a legal reason or to prevent potential serious harm to yourself or others (*See Confidentiality and Consent Policy and statement*).

Occua does not contract any processing to other agencies and does not send any data outside the UK.

Retaining and disposing of information

Your data is kept for no longer than is necessary:

Occupational health (OH) files including management referrals, associated history and reports are kept for 6 years after you leave the organisation (or you reach the age of 75 years whichever is sooner) in line with British Medical Association (BMA) guidance. Information about leavers is provided to Occua by your employer to allow destruction dates to be inserted.

Pre-placement / employment data: will be held for 2 years from the date the assessment is undertaken.

Health Surveillance records will be held for 40 years in line with Health and Safety Executive (HSE) legal requirements.

Portal data: Management referral data on the portal is maintained only while the referral and subsequent follow-up periods are active. The data will be deleted from the portal (although will be maintained as above on your OH file).

Correspondence and other OH information: Will be held for 6 years after you leave the organisation.

Transfer of OH service provision: In the event that your company moves to the services of another OH provider, your records will be securely transferred to that OH provider unless you opt out, when given the opportunity to do so, before the service changes.

Disposal of data: Paper records are securely shredded. Electronic records are destroyed by secure deletion processes.



Access to your information and other rights

You have a right to be provided with a single copy of the information that Occua holds about you. You should submit your request to Occua in writing or by email. The information will be provided within one month of the request being received.

You can also request the following

- Amendments to any information that you believe is inaccurate or incomplete. Changes to OH opinion will not be possible, although additional statements to supplement reports can be provided.
- Refuse consent for a proposed action. This will be respected once the consequences have been explained and documented in appropriate records.
- Request data is moved. This will only be possible for legitimate reasons, provided contractual and legal obligations allow.
- Right to request erasure of data where it is no longer required for lawful processing. You should however be aware that exceptions apply in OH practice to the “right to erasure or to be forgotten” given that information may be required to defend legal claims in the future.

Feedback

Occua aims to provide a high standard of OH care and we hope that you will be satisfied with the services that you receive. If you have any feedback on the service that you have received, please contact Anita Churchouse on the above number or email anita.churchouse@occua.co.uk who will listen to your feedback.

Further information

Occua’s Data Privacy Notice is available on the website see: <https://occua.co.uk/data-privacy-notice/>

Additional information is available on the following Occua Policies:

- Data Protection (GDPR)
- Electronic data Security Policy
- Record Keeping Policy
- Confidentiality and Consent Policy
- Complaints Policy

If you have any concerns about how Occua uses your information and you do not feel able to discuss the concern with Occua, you should contact The Information Commissioner’s Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (0303 123 1113 or 01625 545745).

Authorised: Anita Churchouse Director of Occua Ltd

Date: May 2018