



Welcome to the Health Solutions SE Privacy Notice

This Privacy Notice is designed to help you understand everything you need to know about our data gathering and processing operations, and what your legal rights are.

Health Solutions SE takes its responsibility for protecting your data very seriously – If there’s anything in this notice you don’t understand or if you want to ask any questions, please feel free to contact us.

This privacy notice covers our activities as a Data Controller for data associated with our staff and our customers and also as a Data Processor for the data associated with the patients/clients of our customers.

Who are we?

We are Health Solutions SE. We are an application provider. Our mission is to help healthcare create health by using what they already have at their disposal: Healthcare generated data. In this document Health Solutions SE will sometimes be referred to as “we”.

What kind of personal data might we collect?

Health Solutions SE only collects personal data when we require it for us to deliver our legitimate business services. The kinds of personal data we may collect are:

Data subjects:	Data categories:
Our staff, including temporary or agency staff	Name, address, telephone, email, work and education history, occupational health, limited financial information
Customers, prospective customers and those who supply services to us	Name, address, telephone, email
Visitors to and users of our websites	Browser activity associated with our websites see our cookies policy

What other personal data might we process?

In the course of providing our services to our customers we may occasionally need to provide technical support to fix any issues or problems with the software that we procure to them. This may occasionally involve the processing of patient data if it is showing on a screen where there is an issue. Our trained technicians are supervised at all times and know how important it is that patient confidentiality be respected.

Why do we collect and process personal data?

We collect personal data about our staff and others that do work on our behalf for management purposes, i.e. to run our business. We collect personal data about our customers and prospective customers so that we can maintain a professional relationship with them. Limited personal data will also be collected on those who visit our website so that we can tailor and improve our services. Some patient data may incidentally be seen by our staff who provide technical support to our customers. We also anonymise patient/client data for statistical and analytical purposes – this makes it safe to use as individuals cannot be identified and as such it is outside of the remit of Data Protection legislation.

We only collect personal data when it is necessary to deliver these goals and as these are legitimate business interests we have a clear legal basis for doing so. Data Protection legislation restricts us from using personal data for other purposes but permits us to process personal data in support of our ‘legitimate interests’. The legislation places further restrictions on what it terms ‘special category’ data which includes people’s health data and we ensure that when we process this type of data it is only for the types of medical purposes that the legislation permits.

Who might we share your information with?

We may be required to share personal data to comply with our various legal obligations and to assist with law enforcement, e.g. fraud and serious crime.

We may also share personal data with third party service providers which we utilise to deliver our services. These third parties operate under strict contractual terms and provide state of the art security.



In the event that we sell or reorganise our business we may transfer the personal data that we hold to a new provider but we will ensure that your interests are protected if we do so.

Where is my data going to be stored?

We currently utilise an N3/HSCN (The Health and Social Care Network is a standards-based network that has replaced the N3 network) aggregator data host to hold data securely. This data is held in the UK.

How long will we keep your data for?

We will keep your personal data only for as long as required in order to achieve the purposes for which it was gathered.

Data subjects:	Data Retention:
Our staff, including temporary or agency staff	Throughout the period of employment and for a number of years afterwards as require by law
Customers, prospective customers and those who supply services to us	Indefinitely
Visitors to and users of our websites	As required by Cookie Policy

Your Rights, Our Responsibility

Data Protection law provides you with a number of Rights which we will endeavour to support.

Right of Access

If you would like to know what personal data we hold about you and to obtain a copy of that data please contact us in writing with your request. We may have to seek confirmation of your identity to ensure a request is genuine.

Right to Rectification

If you notice that the data we have about you is inaccurate or incomplete, you may request we rectify the mistake. We will make every effort to respond to requests of this type immediately.

The Right to Objection

The right to object is a basic freedom all democracies enjoy. If you wish to object to the way we use, or may use, your personal data you may do so freely and we will do our best to comply where we are not constrained by our legal obligations.

The Right to Portability

This is a legal right afforded to you that states we must pass on all of the details you have provided to us in a machine-readable format, either to your or to another provider of your choosing.

The Right to Complain

We will always try to maintain the highest standards and encourage the confidence our customers have in us as an organisation. In order that we can achieve this we do request that any complaints be first brought to our attention so we can properly investigate matters; if however you would like to complain about Health Solutions SE to a supervisory authority you may do so by contacting the Information Commissioners Office on 0303 123 1113, or any one of the other reporting methods listed on their website

<https://ico.org.uk/concerns>

Our contact details

If you wish to get in touch with Health Solutions SE please do so with any of the following contact details:

<https://www.healthsolutions.se/contact/>