



Spirit (Customer Service) Privacy Notice

What information is being collected by Spirit Customer Service Team?

When you contact us by phone, email or through the Spirit website we may need to collect personal information about you or your family so that the appropriate service can be provided. The information we require from you may include personal information, such as:

- First name
- Family name or surname
- Address
- Telephone numbers
- Date of birth
- Email address
- Item to be purchased
- Information regarding a medical condition e.g. Type 1 or Type 2 diabetes
- GP Practice registered
- Details relating to a complaint or incident (if applicable)
- IP Address (if using our website)
- Payment details

How is it collected?

- Directly from the patient/customer
- From a relative of a patient/customer
- From other Healthcare professionals
- From other Spirit colleagues
- Business to business contacts – Suppliers
- Business to business contacts – Customers

Why is it being collected?

This information is being collected in order for legitimate interest of the Data Controller. In addition to this, under some specific circumstances consent is also used/obtained – this would be for marketing purposes.

Information is collected for

The information is collected for direct promoting purposes and day to day business management.



How will it be used?

- To process orders
- To dispatch orders
- To transfer caller to the appropriate team/service

Who will it be shared with?

- Other Spirit colleagues
- Healthcare professionals
- Third party suppliers e.g. TNT, Ansacom

Where will the data be stored?

All data collect will be stored within the United Kingdom.

Automated decisions

No automated decision making is used with the data collected.

Your rights as a data subject

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request;
- Require the organisation to change incorrect or incomplete data;
- Require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- Object to the processing of your data where Spirit is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact lisa.wakeford@spirit-healthcare.co.uk

Accessing your information

If you would like to access the information we hold on you please write to Lisa Wakeford. lisa.wakeford@spirit-healthcare.co.uk your request will be dealt with in accordance with the GDPR guidance.

Opt out of promotional material

If you would like to change your mail preferences and/or opt out from our promotional material, we will be sorry to see you go, but to do so, could you please email info@spirit-healthcare.co.uk or call 0800 881 5423



The Data Protection Officer (DPO)

Spirit have appointed a DPO. This is our Head of Governance – Lisa Wakeford. The role of the DPO is to assist data 'Controllers' and 'Processors' to comply with data protection law and avoid the risks that organisations face when processing personal data.

The Data Controller

The Data Controller responsible for keeping your information confidential is:

Spirit, Spirit House,

Saffron Way,

Leicester, LE2 6UP

Telephone: 08008815423

www.spirit-healthcare.co.uk

The Data Protection Officer is Lisa Wakeford.

Information Commissioner

The Data Protection Act 2018 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. These details are publicly available in the Register of Data Controllers. Our Registration number is: **Z1816219**

Further information can be obtained from:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, SK9 5AF

Telephone: 0303 123 1113

www.ico.org.uk