

Fair Processing Notice for the Patients of Calea UK, and Fresenius Kabi UK & Ireland:

[The notice is also available to view on our websites <http://calea.co.uk> <https://caleapaediatric.co.uk>, <https://www.fresenius-kabi.com/gb> and <https://www.fresenius-kabi.com/ie>]

We invite you to read this Fair Processing Notice, which explains who we are, what personal information we hold about you, and how it helps us provide our services. You'll also find information about your right and how to contact us if you have any questions or concerns.

Who we are

Your referring clinician or healthcare provider has asked us to support you with your medical and/or nutritional needs, , and/or nursing or homecare services.

When we use the terms "we" or "us" in this fair processing notice, it means either:

- Calea UK Limited who (where relevant) provides products, ancillary items, pharmacy, nursing and homecare services.
- Fresenius Kabi Limited who employ our staff located in the UK & Republic of Ireland and provide support services and products/ancillary items, homecare services and (where relevant) nursing services.
- Fresenius Kabi Limited with a place of business located in Ireland at Unit 3B Fingal Bay, Balbriggan, Co Dublin, Ireland, who provide products, ancillary items, pharmacy, nursing and Homecare Services to patient's located in Ireland.

This Fair Processing Notice explains to you (as the patient or representative of the patient) how we use your personal information to deliver your nutritional products, ancillary items and provide you with care.

When we refer to our services this means the provision of medical and/or nutritional products, pharmacy services, homecare services, nursing services, training services and the delivery of medical and/or nutritional products and ancillary items.

When we use the term you or your in this fair processing notice, we mean you as the patient receiving our services, or your carer or representative.

We understand how important your privacy is and are committed to being open about why we need your personal data and how we use it. This Fair Processing Notice provides you (as the patient or representative/carer of the patient) with information about how we will process personal data to deliver medical and/or nutritional products and ancillary items and/or services and provide care. It also explains your rights when it comes to your personal information. This is a requirement under the Data Protection Act 2018, the UK General Data Protection Regulation (GDPR) and the EU GDPR.

In the UK we're registered with the Information Commission(IC) to process personal and special categories of information under the Data Protection Act 2018 our registration numbers are:

- Calea UK Z591294X
- Fresenius Kabi Limited Z5912814

Our Data Protection Officer is registered with the Data Commissioner in Ireland.

What is Personal Data

Personal data means any information that can identify you, either on its own or when combined with other details.

Personal data can also include special category data which is information about you that is more sensitive in nature and therefore requires a higher level of protection. This includes information about or relating to an individual's health, due to the nature of our services it is likely that we hold special category data relating to your health such as medical history and your treatment and prescription requirements.

As part of the services we offer, we are required to process personal and special category data about our patients and, in some instances, the relatives or carers of our patients.

Processing can mean collecting, recording, organising, storing, sharing or destroying data.

What personal information do we process about you?

So that we can provide a safe and professional service, we collect and keep certain records about patients and where relevant relatives or carers too. We collect and keep the following types of data:

- **Contact Information** such as your full name, address, postcode, telephone numbers and email addresses
- **Basic details** about you, such as your NHS number, date of birth, if you have a next of kin or designated carer
- **Records** of medical and/or nutritional requirements you have been prescribed by your clinician which have been supplied to us
- **Information relevant to your continued care** from other people who care for you and know you well, such as other healthcare providers, NHS, HSE etc.
- Special **delivery instructions** and/or a second delivery address.
- **Insurance information** – where necessary when treatment is not being provided by the referring body such as the NHS, details of your insurers to confirm how you are funding our care and treatment.

We also collect and store the following data which is classified as “**special category**”:

1. Information on your diagnosis which could include records of your nutritional and/or medical home care requirements being prescribed by your Referring Body.
2. Information about your medical care from other people who care or have cared for you such as other healthcare providers, for example the NHS, HSE, private medical consultants and Hospitals, and GPs.

3. Details of your medical history; this could include any procedures or operations you have undergone recently, your infusion history (if requested by your referring centre), any allergies you may have, and may include medical imagery.
4. Details of your General Practitioner and care services that you receive.

How do we collect your personal information:

We collect your information from a variety of sources to help us provide our services. The main sources include:

- **You** - when you:
 - contact us - on the telephone (we record calls) or via written communication,
 - complete our forms
 - visit our websites
 - interact with us on social media, ,
 - provide us with information during our visits to you as part of the services we provide
- **Referring Body** which includes:
 - The hospital (NHS, HSE or Private)
 - The Clinician
 - The Dietician
 - Or any other Health Care Professional that has referred you to us to provide our Services.

If you are part of the sample service your Healthcare Professional will have provided your details to us.

- **Research and survey companies**
- **Other people** such as :
 - others authorised to act on your behalf or receive your products when we carry out deliveries,
 - a parent, guardian or responsible person or carer,

- school nurse or any other respite centres
- **Social care and safeguarding agencies** – to enable us and them to carry out our legal obligations for patient safety and care

Why we keep personal information about you:

To support your care, we keep records about you and the services we provide .

We will:

- keep your information confidential
- only share your information with authorised and vetted third parties, agencies or people; and
- use it lawfully, fairly and in a transparent way

Our staff are trained to handle your information correctly and protect your privacy and all have contractual obligations of confidentiality.

We aim to maintain high standards, adopt best practice for our record keeping and regularly check and report on how we are doing. Your information is never used for direct marketing, or any purposes unrelated to the products and services we are providing to you.

Legal basis for processing your information:

- We only use your personal information when the law allows us to and we have a lawful basis to do so. When we process any special category data (such as your health information) we have to identify an additional reason to process this due to its sensitivity.
- If you are an NHS, HSE or Private Patient, your referring body will usually obtain your consent to provide your personal information to us. Once we have registered you as our patient and are providing our services to you, we are a controller of your personal information.

How long do we keep your information for:

- We keep your information only for as long as necessary to provide our services to you, meet legal requirements, and support you for example when you contact our Patient Services team..
- We may also keep some of your information, even after it is no longer needed to provide the services to you, for historical or research purposes.
- As part of providing a professional, safe and efficient service, we will record details of your medical and/or nutritional requirements as well as advice given and referrals made to other health care professionals.

How we hold your data:

- We create and hold your records electronically and sometimes in hard copy where necessary. Any information we hold about you is held securely and is only accessible to those who are involved in your care or have a legitimate need to access the information.
- The information held about you will not be shared for any other reason, unless: you ask us to, we ask you & you give us your permission, we are required by law.

The below table summarises what personal data we hold about you, the reason why we have your data & the lawful basis that we rely upon to process your data, how we use your data, and how long we will store your data for. When relying on legitimate interests a legitimate interest assessment is carried out

Reason for holding your personal data	Examples of how we use your data	Personal Data Categories	Lawful basis relied upon to process the Personal Data	Retention Period of Data
Registration of a new patient & the	<ul style="list-style-type: none"> ▪ To create and maintain a record of 	Identifiable personal data	Processing is necessary for the	In line with the NHS Record Management Code

<p>provision of ongoing home care services.</p>	<p>your care and treatment and to communicate with you, your hospital and healthcare professionals</p> <ul style="list-style-type: none"> ▪ contact you to arrange your delivery ▪ facilitate a nurse or healthcare professional to visit you (if necessary) ▪ answer any questions or concerns you may have and provide healthcare support ▪ provide advice to help you to get the best from your treatment and understand your level of engagement with your treatment through statistical and monitoring information ▪ provide remote care, using technology platforms and assessments, as required for your service 	<p>Name Address Date of Birth NHS Number Email Address/Phone number Next of Kin/Carer contact information</p> <p>Special category data Details of your Medical History and medical and/or nutritional needs, infusion data.</p>	<p>purposes of our legitimate interests to provide homecare services to you. .</p> <p>It is necessary for us to process this data for the provision of health care treatment (our services).</p>	<p>of Practice we retain patient records for []</p>
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	<ul style="list-style-type: none"> ▪ helping train staff to carry out their roles 			
Provision of pharmacy services	<ul style="list-style-type: none"> ▪ create and manage your prescription records (if applicable) ▪ allow us to dispense (if applicable) and deliver the correct products to you to administer your medical and/or nutritional requirements ▪ provide pharmacy services (if applicable) to you and give you information about your medical and/or nutritional requirements ▪ helping train staff to carry out their roles 	<p>Identifiable personal data Name Address Date of Birth NHS Number Email Address/Phone number Next of Kin/Carer contact information</p> <p>Special category data Details of your nutritional formula or your medicines and the dose and frequency requirements. Any Allergies you may have.</p>	<p>The processing is necessary to comply with a legal obligation to which we are subject</p> <p>It is necessary for us to process this data for the provision of health care treatment (our services).</p>	<p>Retention guidelines from the Specialist Pharmacy Service are considered. Depending on the pharmaceutical document type retention periods range from 2 years to 30 years.</p>
Pharmacovigilance Handling Process	<ul style="list-style-type: none"> • to record and manage (where appropriate) any adverse events or side effects relating to your medical and/or nutritional requirements that you tell us about • reporting events to the appropriate 	<p>Please refer to our adverse event privacy policy at https://www.fresenius-kabi.com/gb/data-protection-statement-for-vigilance</p>	<p>The processing is necessary to comply with a legal obligation to which we are subject</p> <p>It is necessary for us to process this data for the provision of health care</p>	<p>10 years from the data of expiry of the marketing authorisation for any product or device.</p>

	<ul style="list-style-type: none"> authorities when we are required to do so by law 		treatment and for patient safety purposes and to comply with our legal obligations as a pharmacy.	
Reporting to the Referring Body /KPIs /Quality of Care/ Auditing/statistical data/to monitor performance reviews/	<ul style="list-style-type: none"> ensure that we charge the NHS or other bill payer the correct amount for our services delivered to you provide advice to help you to get the best from your treatment and understand your level of engagement with your treatment through statistical and monitoring information to keep an audit trail of the services that we provide e.g. recording calls, system logs etc where your care is funded, to communicate with private medical insurance companies making sure your care is of a high 	Identifiable personal data Name Address Date of Birth NHS Number Email Address Next of Kin/Carer contact information Special category data Details of your medical/nutritional needs, patient and care notes and details of your medical history	Necessary for legitimate interests and for us to comply with our contracts with the Referring Body such as the NHS or HSE. This is necessary for the provision of health care/treatment and/or for patient safety	We store these data types in line with our retention policy which is based on industry related guidelines. The Referring Body have their own retention periods which can be located on their websites and policies.

	<p>standard – we conduct patient engagement surveys to see how well we’re doing and to help us to improve our services to you based on your feedback</p> <ul style="list-style-type: none"> ▪ support research (using anonymised data only) ▪ 			
<p>To fulfil Regulatory and legal requirements and reporting to regulators including the Care Quality Commission (CQC), the Medicines Healthcare Regulatory Agency (MHRA) and the Health Products Regulation Agency (HPRA).</p>	<ul style="list-style-type: none"> • reporting events to the appropriate authorities when we are required to do so by law • reporting and investigating complaints, claims and untoward incidents • • 	<p>All patient personal and special category data may be required to check the quality of the regulated services that we provide to you.</p>	<p>We have a legal obligation to report to our Regulators.</p> <p>Or, for example provide information if a court order has been issued or data is required for the prevention or detection of crime.</p> <p>In some instances, further reporting data is required to fulfil some legal contracts.</p> <p>Necessary for the provision of health care treatment (our services), and the</p>	<p>We store these data types in line with our retention policy which is based on industry related guidelines. The regulators have their own retention periods which can be located on their websites and policies.</p>

			management of health care systems or services.	
Referral/ registration of patient & ongoing care of patients when providing nursing services	<ul style="list-style-type: none"> ▪ To create and maintain a record of your care and treatment and to communicate with you, your hospital and healthcare professionals ▪ allow us to dispense (if applicable) and deliver the correct products to you to administer your medical and/or nutritional requirements ▪ facilitate a nurse or healthcare professional to visit you (if necessary) ▪ answer any questions or concerns you may have and provide healthcare support ▪ enhance staff safety, we utilise secure lone working devices that may be 	Identifiable personal data Name Address Date of Birth NHS Number Email Address Next of Kin/Carer contact information Special category data Details of your medical and/or nutritional needs. Medical history, medical imagery	Processing is necessary for the purposes of our legitimate interests to provide nursing services to you. It is necessary for us to process this data for the provision of nursing services.	In line with the NHS Record Management Code of Practice we retain patient records for

	<ul style="list-style-type: none"> activated in emergency situations ▪ provide regular reminders in accordance with your services, e.g. for deliveries, nurse visits or medical and/or nutritional requirements ▪ helping train staff to carry out their roles 			
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Who will we share your Personal Data with?

Who we share with	Details of what data we share	Protective measures
<p>Within our Group Companies</p> <ul style="list-style-type: none"> ▪ Which may include Calea UK Limited and/or Fresenius Kabi Limited but only to the extent needed to deliver your care. ▪ within our wider Fresenius group; some of your data will be stored on servers in Germany and hosted by Fresenius Digital Technology GmbH, Else-Kröner-Straße 1, 	<ul style="list-style-type: none"> • internal teams including our nurse advisers, patient support services and resource planners who book appointments and answer patient queries, our pharmacists, our complaints and quality team, our pharmacovigilance team, and our warehouse and distribution team. 	<p>All our staff and contractors receive appropriate and on-going training to ensure that they are aware of their personal responsibilities and have contractual obligations to uphold confidentiality. This is enforceable through disciplinary procedures. Staff only have access to personal information where it is appropriate to their role and is on a strictly “need to know” basis.</p>

61352 Bad Homburg, Germany		
Third Party Suppliers		
<p>- Cloud providers/ IT providers and website hosts who help us run our business</p>	<ul style="list-style-type: none"> • We store your data in the cloud. This means that your personal data may be processed by cloud service providers and stored in different countries (including the EEA and United Kingdom). We require these providers to implement similar data protection measures as we take based upon contractual arrangements 	
<p>Kabi UK (cloud-based platform owned, operated and hosted by Salesforce UK Ltd (f/k/a salesforce.com EMEA Limited on our behalf.)</p>	<ul style="list-style-type: none"> • Our web-based patient care platform Kabi UK is part of a cloud-based platform owned, operated and hosted by Salesforce UK Ltd. 	<p>We have robust agreements and appropriate controls in place with Salesforce and our third-party IT developer and support service provider to ensure that your information is processed only in accordance with our instructions. All information on the Kabi UK platform is hosted in the UK.</p> <p>You can find out more information about how Salesforce processes your data here.</p>

Nursing Services/HCPs	<ul style="list-style-type: none"> • from time to time it may be necessary for us to use one of our nursing providers, when we do, we send to them your name, address, telephone number, medical history • Other healthcare providers - when we do we send to them your name, address, telephone number and medical history 	<ul style="list-style-type: none"> • We have robust agreements in place with any nursing agencies that we use to ensure that your personal data is protected. • All HCPs have an obligation to ensure patient data is processed in a compliant way.
Compounding units	<ul style="list-style-type: none"> • In some locations we use third party compounding units, details of your nutritional formulation request are sent here to be reviewed and finalised. The information sent includes your name, address and details of the nutritional or medical product you are being prescribed and medical requirements. 	<ul style="list-style-type: none"> • We ensure that we have appropriate data processing agreements in place with third party compounding units.
Pharmacies	<ul style="list-style-type: none"> • In some locations we use third party pharmacies, we send your final prescription request to a pharmacy to be dispensed, the information sent includes, your full name, address & postcode, details of the nutritional or 	<ul style="list-style-type: none"> • We ensure that we have appropriate data processing agreements in place with third party pharmacies.

	<p>medical product you are being prescribed.</p>	
<p>Waste disposal partner</p>	<ul style="list-style-type: none"> • sometimes we may need to arrange to collect medical waste from your address, when we do we will send your name, address and telephone number so your address can be visited and the collected. 	<p>We ensure that we have appropriate data processing agreements in place with third party pharmacies.</p>
<p>Our Delivery Partners</p>	<ul style="list-style-type: none"> • your referring clinician/body should have discussed with you the delivery service that we provide and will have requested your consent to pass your details to us. We'll provide your details to our delivery partners to enable them to deliver promptly to you. The information required by the delivery partners includes: <ul style="list-style-type: none"> • full name • full address & postcode • telephone number (landline or mobile in the event that they need to contact you directly for directions) • any special delivery instructions or second delivery address details 	<ul style="list-style-type: none"> • We require our delivery partners to implement similar data protection measures we take based on contractual arrangements.

	<p>The delivery partners may get knowledge of your health information because of delivering the packages to you.</p>	
<p>Other Third parties</p>	<p>In order for us to provide our services to you we also share your data with:</p> <ul style="list-style-type: none"> • Regulators (including the Care Quality Commission, Information Commissioner’s Office (ICO) and Medicines and Healthcare products Regulatory Agency and HPRA) • Insurance companies – for the purposes of defending or investigating a claim • Private Medical Insurers • Law enforcement agencies • Auditors – external or internal as part of our performance reporting or compliance with legal and regulatory obligations 	<p>We ensure that we have appropriate agreements in place with any third party we send your data to, unless we are required to share under the law.</p>

The national data opt-out

The national data opt out is a service that allows patients to **opt out** of their confidential patient information being used for research and planning. At present we do not process your data for purposes beyond your individual care, therefore we do not have the relevant opt out processes in place at present.

Your Rights

If we ever need to use your personal information for anything not mentioned here, we'll talk to you first and ask for your permission. .

Data protection law gives you the following rights in respect of the personal information that we hold about you:

1. To ask for access to your information. This includes all your stock card/ pharmacy records, patient records and training records about you
2. To ask for your information to be corrected if it is inaccurate or incomplete.
3. To ask for your information to be deleted or erased. Please note that this does not apply to your health or care record or where we process information for public health purposes.
4. To ask us to restrict the use of your information in some circumstances.
5. You can object to processing in certain circumstances
6. To request your personal information be transferred to other providers in certain circumstances
7. You can also raise any complaints with the Information Commissioner's Office.

If you wish to exercise any of these rights you can contact us in writing or by telephone (01928 533533), email (data.protection-UK@fresenius-kabi.com) or using the form located on our websites:

- Calea UK Limited - www.calea.co.uk or <https://caleapaediatric.co.uk>,

- Fresenius Kabi Limited - <https://www.fresenius-kabi.com/gb>
- Fresenius Kabi Limited Irish Branch - <https://www.fresenius-kabi.com/ie>

We also comply with the NHS Code of Practice on Confidentiality Information and our pharmacists have a requirement under their code of ethics to keep records about you confidential, secure and accurate.

If you have any queries on the use of your information or wish to lodge a complaint, then you can contact our UK Local Data Protection Adviser using the following details:

Calea UK Limited	Fresenius Kabi Limited	Fresenius Kabi Irish Branch
Cestrian Court, Eastgate Way Runcorn, WA7 1NT United Kingdom E-mail: data.protection-UK@fresenius-kabi.com	Cestrian Court, Eastgate Way Runcorn, WA7 1NT United Kingdom E-mail: data.protection-UK@fresenius-kabi.com	Fresenius Kabi Ireland Unit 3B Fingal Bay Balbriggan Co. Dublin Ireland E-mail: data.protection-UK@fresenius-kabi.com

You can also contact our Data Protection Officer who is located in Germany on dataprotectionofficer@fresenius-kabi.com.

If you're unhappy with the outcome of your enquiry, then you can write to the relevant Regulator:

The UK	Republic of Ireland
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The Information Commission (IC) Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Tel: 01625 545700	Data Commissions Office: https://www.dataprotection.ie/en/contact/how-contact-us
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Changes to this notice

As our collection and use of your data may change over time, we may also modify this fair processing notice to always correctly reflect our data processing practices. We encourage you to review it from time to time.