

Privacy Notice

Compitel Privacy Notice

1. Introduction

This privacy notice explains how we collect, use, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

Compitel (14 Montpellier Crescent, Brighton, BN1 3JF, info@compitel.co.uk) is an IT service provider to healthcare organisations, predominantly hospices, and acts as a data controller/data processor depending on the service provided.

3. What Information We Collect

We may collect and process the following types of personal data:

- Name, address, contact details
- NHS number
- Health and care information
- Technical data (e.g., IP address, device ID)
- Communication records

4. Why We Collect Your Data

We use your data to:

- Deliver healthcare-related services
- Support clinical systems and infrastructure
- Ensure system security and performance
- Comply with legal and regulatory obligations

5. Lawful Basis for Processing

We process your data under the following lawful bases:

- **Public task** – for the delivery of health and care services
- **Legal obligation** – to comply with NHS and regulatory requirements
- **Consent** – where required, such as for marketing or optional services

6. Who We Share Your Data With

We may share your data with:

- NHS organisations and healthcare providers
- Subcontractors and service providers under strict agreements
- Regulatory bodies when legally required

7. How We Protect Your Data

We implement technical and organisational measures to safeguard your data, including:

- Encryption and secure servers
- Access controls and staff training
- Regular audits and compliance checks

8. How Long We Keep Your Data

We retain personal data only as long as necessary for the purposes outlined above, in line with NHS Records Management Code of Practice.

9. Your Rights

You have the right to:

- Access your data
- Request correction or deletion
- Object to processing
- Lodge a complaint with the ICO

10. Contact Us

If you have any questions or concerns, please contact our Data Protection Officer: Richard Eason, info@compitel.co.uk, 01273 327235