



GDPR Privacy Notice for Occupational Health Patients and Customer Referring Managers

18th May 2018

Optima Health may be either ‘Controller’ or “Processor” of the personal data provided to us depending on the circumstances of the data transfer and usage.

We collect personal data about you to allow us to provide occupational health services on behalf of your employer. This may include your name, date of birth, address (home and work), telephone numbers, email addresses, employee number, details of your work and gender. It may also include sensitive information about your health, trade union membership and disability status.

We are committed to protecting the privacy of your personal data. We will respect any personal data you share with us and keep it safe. We aim to be clear when we collect your personal data and not do anything you wouldn’t reasonably expect.

Please read this Privacy Notice carefully to understand our practices regarding your personal data and how we will collect, use and store your personal data. We may update this Privacy Notice from time to time so please check it regularly.

Who we are

Optima Health is a trading name of Working on Wellbeing Ltd. Registered in England and Wales. No: 8544676. Our registered office is:

Grosvenor House, Prospect Hill, Redditch, Worcestershire B97 4DL

Our data protection officer can be contacted at dataprotection@optimahealth.co.uk

Why we need your data

The aim of occupational health is to prevent work-related illness and injury by:

- encouraging safe working practices
- ergonomics (studying how you work and how you could work better)
- monitoring the health of the workforce
- supporting the management of sickness absence

An occupational health service might also:

- work with your employer to implement policies and ensure health and safety compliance
- conduct pre-employment health assessments
- support health promotion and education programmes



- provide advice and counselling to employees around non-health-related problems
- provide your employer with advice and guidance around making reasonable adjustments to your working conditions
- provide advice to your pension provider about whether you meet the medical criteria in your scheme.

How is Occupational Health provided?

Occupational health provision will depend on the size of your organisation. It can be provided by a nurses and doctors, or through a range of specialists, including:

- physiotherapists
- hygienists
- psychologists
- ergonomic experts
- occupational therapists
- mental health specialists
- specialist occupational health nurses and doctors.

We need to know your personal data in order to provide occupational health services on behalf of your employer. We will not collect any personal data from you we that do not need in order to provide and oversee this service.

What we do with your data

All the personal data we process is processed by our staff in the UK, however for the purposes of IT hosting and maintenance this information is stored on servers within the European Union.

We transfer information to third party providers where we are required to do so by law; also where such a transfer forms part of the provision of the occupational health service.

We may transfer your information to individuals, companies and organisations that carry out occupational health service interventions and legal services on our behalf, such as counsellors, wellbeing service providers, other companies or individuals delivering health interventions, assessments or laboratory services.

We use algorithms for pre-employment fitness assessment purposes to assess fitness for work. No individual will be deemed unfit for work based on the results of the algorithm without being checked by a Health Practitioner.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. Our Chief Medical Officer is our Caldicott Guardian. Under the Caldicott Principles a Caldicott Guardian is a senior person responsible for protecting the confidentiality of patient and service-user information and enabling appropriate information-sharing.



How long we keep your data

We keep your data in line with our data retention policies; how long this is kept will depend on the data we have collected, and the legal requirements associated with it.

What are your rights

Right of access

You are entitled to see a copy of the personal data we hold on you. Should you wish to see the personal information we hold please contact us in writing detailing the information you wish to see. Getting a copy of the data we hold on you is free of charge. However, in some circumstances like repeated requests or requests for further copies of the same information, a charge may be incurred.

Right to restrict processing

In certain circumstances you have a right to require us to stop processing your personal data in a particular way.

Right to erasure

In certain circumstances you have the right to request that your personal data is erased from our database.

Right to rectification

We also want to make sure that your personal data is accurate and up to date. If at any point you believe the information we process on you is incorrect you can request to see this information. Please let us know if your details change. You may also ask us to correct or remove personal data which is inaccurate.

Right to object

You can request that we stop processing personal data about you for certain purposes at any time by contacting us using the details below.

Right to data portability

In certain circumstances you have a right to data portability which means we will provide you (or a third party you nominate) with your personal data in a structured, commonly used and machine-readable format.

Contact details

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office at www.ico.org.uk If you have any concerns or questions you can always contact our data protection team on dataprotection@optimahealth.co.uk