



PRIVACY STATEMENT FOR HEALTHCARE PROFESSIONALS WORKING WITH AIR LIQUIDE HEALTHCARE LTD (UK & IRELAND)



Respect for privacy and use of personal data

The privacy and the security of your information is very important to us. Air Liquide's policy is to respect and protect the privacy of our service users, including healthcare professionals (HCPs) employed by the Health Service Executive (HSE), National Health Service (NHS) and private healthcare institutions, who contact our company to issue prescriptions and arrange homecare services. Whilst it is your decision to submit your personal data to Air Liquide, in order to provide appropriate care and treatment for your patients; we believe your data submission is necessary for the performance of a contract.

Air Liquide holds several contracts and frameworks under which data is required to be shared with our company. Air Liquide will not voluntarily disclose individually identifiable information about you to anyone outside of this statement, unless there is a lawful or contractual requirement, or it is in the best interests for the service user for us to share your contact information (for example through safeguarding or social services involvement). We will never forward your personal data on to third parties for direct marketing purposes.

Why we hold and process your data

Air Liquide requires your personal data in order to work with you to provide a suitable level of service for your patient. For example, the prescribing clinician's personal data is required to process a prescription / order or the contact information for clarification or verification of a prescription/order.

We will only request, store and process the minimum amount of personal information necessary for carrying out this service. This may include for example; your name, working location (if given), contact work telephone number and contact work email address etc. Please note that this list may not be exhaustive.

Failure to provide the necessary data required to carry out the terms of our contractual obligations, may result in the order you placed being declined.

Procedure for collecting your personal data

HCP personal data may be collected in a variety of different ways including:

- Directly through an order form they have submitted, through an email they have sent, through a call they have made.
- From other HCP colleagues such as GPs, Ward staff, Nurses or NHS staff responsible for the delivery of the home oxygen contract

Your personal data is held securely with appropriate access controls; in accordance with Data Protection requirements. Statutory / best practice retention periods apply in all instances. Further information relating to retention periods can be obtained from the company's Data Protection Officer.



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It is important that your personal data is kept up to date

Air Liquide will take all reasonable steps to ensure your personal data collected is complete, accurate and kept up to date. However, it is also your responsibility to update the company with immediate effect should any of your personal information/data change. This includes where you no longer represent a region, clinical team or a specific patient. The consequence of not providing up to date information could result in error and inaccuracies which could be detrimental to both yourself, the service user and Air Liquide.

Sharing of your personal data

As mentioned above we will not voluntarily disclose your personal data to any third party; unless there is a lawful or contractual requirement or if it is in the service users best interests for us to do so. Due to the nature of our service, we will however routinely share your personal information in order to deliver our company contractual obligations. To this end, your data may be shared with:

- Your colleagues (see above)
- Your Community Healthcare Organisation / Integrated Care Board or Trust, to which your service user belongs
- Air Liquide Group (only applicable to those who choose to exercise their rights as stated below)

Air Liquide Healthcare Limited will not share your personal data with a third country or international organisation.

Your Data Subject Access rights

Right of Access

Under the General Data Protection Regulation (GDPR) and the UK GDPR you, as a service user, have the right to know how your data is being processed and also the right to access your personal data.

Under normal circumstances Air Liquide has 30 calendar days to provide the necessary information. However, if your request for more complex requests, is deemed manifestly unfounded or excessive you may be charged a small administrative fee and the 30 calendar days to process your request may be extended for up to an additional 60 calendar days. In addition, if you require more than one copy of the information, a small administrative fee may be invoked, at the discretion of the Data Protection Officer.

Other rights under UK GDPR

You may also have other rights (where applicable), for example the right to have any incorrect or incomplete data corrected, the right to object to processing, the right to restrict processing activities and the right to erasure of your personal data. However, it should be noted that your right is not absolute and will only apply in certain circumstances. If you wish to lodge a complaint regarding how your data is stored or processed please contact the company's Data Protection Officer (details below).



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For further information on all your data subject rights, including how to lodge a complaint, please refer to -
-The Information Commissioner's Officer (ICO) website <https://ico.org.uk/> (if in the UK), or
-The Data Protection Commission (DPC) website <https://www.dataprotection.ie/> (if in Ireland)

You have the right to withdraw your consent to share your personal data with Air Liquide at any time. However in doing so, the service we provide to your patients on your behalf, may be affected. All service user requests relating to your rights under the UK GDPR should be directed to the Air Liquide Data Protection Officer and Caldicott Guardian (UK only).

Data Protection Officer

Natasha Bhullar - alhomecare.dpo@nhs.net (UK)

Alison Dunne - dpo@airliquide.ie (Ireland)

Caldicott Guardian

Mike Gardner - ALHomecare.Caldicott@nhs.net (UK)

Privacy Statement Modifications

Air Liquide Healthcare Limited have the right to modify or update this Privacy Statement at any time. Such updates will also be flagged on the website homepage. All such modifications and updates are applicable as soon as they are made.

Michelle Sullivan
Information Protection
Coordinator
UK & Ireland

Michelle Sullivan
22/2/2024

Sophie Valle
General Manager - UK
& Ireland

S Valle
26/2/2024