



## the Virtual Doctors: Data Protection Policy

### 1. About this Policy

- 1.1 the Virtual Doctors (“VDr’s” or “We”) is committed to the provision of healthcare in Zambia using technology such as telemedicine and by developing sustainable partnerships between health-care organisations in the UK and health workers in Zambia.
- 1.2 During the course of our activities, VDr’s may process and use identifiable information about you (“**Personal Data**”) which we have collected from you, or which you may have provided or made available to us. In certain cases stated in this policy, we may also process more sensitive data relating to you, depending on your relationship and interaction with us (“**Special Categories of Personal Data**”).
- 1.3 You have certain rights with regard to the way in which your Personal Data and Special Categories of Personal Data are handled by VDr’s, and these are listed in this policy [here](#).
- 1.4 This policy and any other documents referred to herein set out the basis on which VDr’s will process any Personal Data or Special Categories of Personal Data that VDr’s collects from you or from other sources, or that you provide to VDr’s. It also explains our policy regarding the use and disclosure of that Personal Data and Special Categories of Personal Data, and the measures we take to safeguard it.
- 1.5 VDr’s will only collect and use your Personal Data or Special Categories of Personal Data where:
  - (a) we have lawful grounds to do so, including to comply with our legal and/or regulatory obligations;
  - (b) we are performing a contract with you to which you are a party or in order to take steps at your request prior to entering into such a contract;
  - (c) we have legitimate interests in using your Personal Data and your interests and fundamental rights do not override those interests.
- 1.6 VDr’s will process your Personal Data and/or Special Categories of Personal Data in accordance with the EU General Data Protection Regulation ((EU) 2016/679) (“**GDPR**”), or any of its nationally implementing or equivalent legislation. For the purposes of the GDPR, we, VDr’s, are the “data controller”.

1.7 If you have any questions about this policy or about how we use your Personal Data and/or Special Categories of Personal Data, or wish to contact VDRs in relation to any of your rights in respect of your Personal Data and/or Special Categories of Personal Data, please contact us via our contact details at the end of this policy.

## **2. Types of Personal Data and Special Categories of Personal Data that we Process**

2.1 In order to carry out our work and activities, we may need to collect, use, share and store Personal Data (and in certain cases Special Categories of Personal Data) about:

- (a) current, past and prospective patients in Zambia;
- (b) current, past and prospective employee;
- (c) current, past and prospective volunteers;
- (d) donors who support our work;
- (e) individuals who visit and interact with VDRs on our website ([www.virtualdoctors.org](http://www.virtualdoctors.org)), including subscribing to our newsletter, contacting us via our “getting in touch” page and sending donations;
- (f) individuals who contact us by post, phone or email; and
- (g) individuals who interact with us via our social media pages.

2.2 Personal Data and/or Special Categories of Personal Data collected and processed by VDRs will depend on your type of relationship and interaction with us. Please see the table in the Schedule at the end of this policy which sets out the type of Personal Data and/or Special Categories of Personal Data which we may collect and process about you.

2.3 Personal Data may be held on paper, mobile phones, computers or other media.

2.4 VDRs will only process Personal Data for the specific purposes set out in the Schedule or for any other purposes specifically permitted by the GDPR or other applicable law. VDRs will notify those purposes to you when we first collect the Personal Data or as soon as possible thereafter.

## **3. Using your Personal Data and Special Categories of Personal Data**

3.1 In the course of our activities, VDRs may collect and process the Personal Data and Special Categories of Personal Data set out in the Schedule.

3.2 VDRs will only process Personal Data and Special Categories of Personal Data for the specific purposes set out in the Schedule or for any other purposes specifically permitted by the GDPR. VDRs will notify those purposes to you when we first collect

the Personal Data and/or Special Categories of Personal Data or as soon as possible thereafter.

#### **4. Sharing your Personal Data and Special Categories of Personal Data**

- 4.1 VDr's does not disclose any Personal Data or Special Categories of Personal Data to anyone, except as permitted by applicable law or as set out below to facilitate our activities.
- 4.2 We may share information with our third party vendors, consultants, volunteers (such as health workers in the UK or Zambia) and other service providers who work for us and need access to your Personal Data or Special Categories of Personal Data to provide their services to us and perform certain functions on our behalf. These third parties will have access to your information only for purposes of performing these services or tasks on our behalf and for no other reason. We have appropriate data privacy safeguards in place with third parties with whom we share Personal Data or Special Categories of Personal Data and who are providing services or functions on our behalf.
- 4.3 We may also disclose Personal Data and Special Categories of Personal Data in order to comply with any legal obligation to which we are subject.

#### **5. Access to and control over your Personal Data and Special Categories of Personal Data.**

- 5.1 You have legal rights under applicable law in relation to your Personal Data and Special Categories of Personal Data. You can ask the following questions, or take the following actions, at any time by contacting us at the details below:
- (a) see a copy of the Personal Data and/or Special Categories of Personal Data we hold about you (if any), and find out why we are holding it and who it could be disclosed to;
  - (b) ask us to change/correct your Personal Data and/or Special Categories of Personal Data;
  - (c) ask us to delete your Personal Data and/or Special Categories of Personal Data under certain circumstances;
  - (d) object to the processing of your Personal Data and/or Special Categories of Personal Data or ask us to restrict the processing of your Personal Data and/or Special Categories of Personal Data;
  - (e) withdraw any consents you have given us to the processing of your Personal Data and/or Special Categories of Personal Data; and
  - (f) express any concerns you have about our or our affiliates or third parties' use of your Personal Data and/or Special Categories of Personal Data.

## **6. Data Security and Retention**

- 6.1 Confidentiality and security of Personal Data and Special Categories of Personal Data are very important to VDr.s.
- 6.2 VDr.s has put in place appropriate administrative, technical and physical security measures against unlawful or unauthorised processing of Personal Data and Special Categories of Personal Data, and against the accidental loss of, or damage to, Personal Data and Special Categories of Personal Data.
- 6.3 VDr.s has put in place procedures and technologies to maintain the security of all Personal Data and Special Categories of Personal Data from the point of collection to the point of destruction. Personal Data and Special Categories of Personal Data will only be transferred to a data processor if it agrees to comply with those procedures and policies, or if it puts in place adequate measures itself.
- 6.4 All Personal Data and Special Categories of Personal Data provided to us or collected by us are stored on our secure servers.
- 6.5 VDr.s will ensure that Personal Data and Special Categories of Personal Data we hold are accurate and kept up to date. VDr.s will check the accuracy of any Personal Data and Special Categories of Personal Data at the point of collection and at regular intervals afterwards, and take all reasonable steps to destroy or amend inaccurate or out-of-date data.
- 6.6 VDr.s will not keep Personal Data or Special Categories of Personal Data longer than is necessary for the purpose or purposes for which they were collected. VDr.s will take all reasonable steps to destroy, or erase from our systems, all data which is no longer required.

## **7. Transferring your Personal Data to a country outside the EEA**

- 7.1 From time to time, VDr.s may need to transfer Personal Data and/or Special Categories of Personal Data for processing in a country outside the European Economic Area (“EEA”), for example where we need to transfer data to health workers or volunteers to enable them to carry out services on our behalf.
- 7.2 We will only carry out transfers of Personal Data and/or Special Categories of Personal Data to countries that do not afford the same level of personal information protection as the EEA in the following circumstances:
  - (a) the transfer is only made after we have explained the risks and received explicit consent from the individual whose Personal Data and/or Special Categories of Personal Data is being transferred;

- (b) the transfer is necessary for one of the reasons set out in the GDPR, including to protect the vital interests of the individual whose Personal Data and/or Special Categories of Personal Data is being transferred; or
- (c) we have entered into a data transfer agreement with the recipient which incorporates specific protective clauses approved by the European Commission.

**8. Changes to this Policy**

This policy may be amended or updated from time to time and we will state the date of the changes by changing the “last updated” date below. We will provide additional notification if these changes are material.

**9. Contact Us**

the Virtual Doctors

Email: [enquiries@virtualdoctors.org](mailto:enquiries@virtualdoctors.org)

Telephone: 0044 (0) 1273 454755

Postal address: Hangar 4, 2-4 Cecil Pashley Way, Brighton City Airport, Shoreham by Sea, West Sussex, BN43 5FF, United Kingdom

Last updated: May 2018

See Schedule overleaf.

the Virtual Doctors Registered Office: Sussex Innovation Centre University of Sussex, Falmer, Brighton, BN1 9SB. Registered Charity No: 1129924 - UK Registered Company – the Virtual Doctors Ltd Number 06848059 (England and Wales).

**10. Schedule: Data processing activities**

Type of data	Type of Data Subject	Type of processing	Purpose of processing	Type of recipient to whom Personal Data is transferred
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Date of birth.	Patient	Activities relating to the provision of medical services, including obtaining, recording or storing the Personal Data, carrying out activities based on the Personal Data such as disclosing it to health care professionals and using it to suggest treatment plans and diagnose medical conditions, recording the Personal Data and destroying it when appropriate.	Providing diagnostic and treatment advice to rural health workers to reduce unnecessary referrals and advance their medical skills and knowledge.	Volunteer health care professionals in the UK and Zambia and VDr's employees.
Special Categories of Personal Data, including data relating to health conditions, diagnosis, treatment and medical history.	Patient	See above.	See above.	See above.
Personal Data, such as name, address, date of birth, phone number, CV and bank details.	VDr's employee / volunteer	Obtaining, recording and storing the Personal Data.	Staff administration, remuneration and records.	VDr's employees, including managers and those with HR responsibility.
Special Categories of Personal Data, including health records such as medical reports, self-certification forms, documentation required to establish rights to statutory sick pay and other sickness benefits or leaves of absence and criminal offence records.	VDr's employee	Obtaining, recording and storing the Personal Data.	Staff administration, remuneration and records.	VDr's employees, including managers and those with HR responsibility.
Personal Data, such as name, address, date of birth, email address, phone number and bank details.	Donors (including trustees, grant makers, individual and corporate donors)	Obtaining, recording and storing the Personal Data.	Administrative purposes; donation recording (including confirmation and receipts); contact purposes; marketing purposes (where individual has opted-in).	VDr's employees and managers.
Personal Data, such as name, address, Internet Protocol (IP) address.  Other information collected automatically, including technical information about your browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.	Website user	Obtaining, recording and storing the Personal Data.	Administration purposes; website functionality/improvement (including but not limited to troubleshooting, testing, statistics).	VDr's employees and managers.