

## HealthLine Privacy Notice

This Privacy Notice sets out how any personal information that you provide to us or which we collect from you, or any third party, will be stored and processed by us.

### Who we are

The HealthLine Team are the contracted provider for the FCO and other Partners across Government, elected to manage the overseas healthcare of staff and dependants. The HealthLine is managed by Healix International Limited (Healix) with registered address at Healix House, Esher, KT10 8AB, UK. Healix will process your personal data for the purpose of overseeing overseas healthcare.

### Your personal information

When you complete the medical screening Healix staff will use this information to assess the risk associated with your posting or duty travelling. The result of the medical clearance, but no details of the medical information, will be shared with your employer.

In certain circumstances, it may be necessary to share additional information to support the assessment, but Healix will obtain your explicit consent before sharing any medical information with your employer. The consent may be obtained verbally over the phone or by written communication.

Healix always aim to minimise the amount of data processed and in particular the sensitive personal data. Healix has strict organisational and technical measures in place to protect your data at all times.

Healix rely on your consent as the legal basis for processing your personal and sensitive personal data. Consent can be withdrawn at any time either by sending an email containing the relevant information to [privacy@healix.co.uk](mailto:privacy@healix.co.uk) or sending a letter to Healix Group Data Protection Officer as detailed below. However without your consent we may not be able to provide the relevant services.

### Personal Information, Use and Disclosure

The following table lists the main types, but not all, of personal information collected by Healix, the purposes for which it is used and who it is disclosed to.

Personal Information	What it is used for (Purpose)	Who is it disclosed to?
Contact information such as name, address, email address, telephone number, date of birth, reference numbers, other contact or identification information.	To positively identify you, confirm eligibility and communicate with you in order to provide the service. Compliance with Healix legal obligations, including in relation to the administration of public health.	<ul style="list-style-type: none"> <li>↗ Persons or organisations involved in providing you with services, or components of services, including occupational health provider, medical professionals such as doctors, nurses and non- medical support staff as necessary. Agents working with local medical providers or on our behalf to, for example, arrange translation services or evaluation of the local medical facilities.</li> <li>↗ Employers for general ongoing communication.</li> </ul>

Personal Information	What it is used for (Purpose)	Who is it disclosed to?
		<ul style="list-style-type: none"> <li>↗ Companies in the Healix Group as necessary to provide the service.</li> <li>↗ Government agencies or other persons/ organisations involved in provision of medical treatment, public health administration and disease control.</li> <li>↗ Organisations involved in the payments systems including financial institutions, merchants and payment organisations.</li> </ul>
Health information including your medical history, prescriptions, dental information, NHS referrals, any current conditions you may be suffering, any restrictions on travel, your diagnosis and prognosis, and details of medical treatment received or recommended.	To enable Healix to provide the requested service including safeguarding and security.	<ul style="list-style-type: none"> <li>↗ Persons or organisations involved in providing you with services, or components of services, including occupational health provider, medical professionals such as doctors, nurses and non-medical support staff as necessary.</li> <li>↗ Agents working with local medical providers or on our behalf to, for example, arrange translation services and evaluation of the local medical facilities.</li> <li>↗ Employers on a need to know basis.</li> <li>↗ Companies in the Healix Group as necessary to provide the service.</li> <li>↗ Government agencies or other persons/ organisations involved in provision of medical treatment, public health administration and disease control.</li> </ul>
Costs associated with medical treatment.	To enable Healix to provide the requested service.	<ul style="list-style-type: none"> <li>↗ Organisations involved in the payments systems including financial institutions, merchants and payment organisations.</li> </ul>

Healix may furthermore disclose limited personal data to:

- ↗ Public authorities in order to comply with legal and regulatory obligations such as fraud and money laundering prevention.
- ↗ Organisations involved in maintaining, reviewing and developing our business systems, procedures and infrastructure including maintaining or upgrading our computer systems. Access is always limited by organisational and technical access controls.

## Collection

Whenever it is reasonable or practicable to do so, Healix will collect your personal information directly from you. In the event that you do not consent to Healix collecting, using and disclosing your personal information as described above, we may be unable to provide the services requested by you or your employer.

## International Transfer

Where necessary in order to provide the service, we will transfer your personal information cross border for the purposes and to the recipients outlined in the table above. This will include any country in which you or the employer are receiving the services, as applicable.

## Children

Healix will collect Personal Information from dependants under the age of 16 but will only do so with the consent of the holder of parental responsibility over the child. If we learn that we have collected Personal Information from a child under the age of 16 without the appropriate consent, we will take action to delete that information as quickly as possible.

## Your Rights

You have the right to:

- ↗ Access a copy of the personal information held by Healix.
- ↗ Correct the information if it is inaccurate.
- ↗ Complete or clarify the information if it is incomplete or equivocal.
- ↗ Erase the information if it has been collected without adherence to legal requirements.
- ↗ Complain if you consider Healix has breached its privacy obligations.

## Subject Access Right

You have the right to access Personal Information held about you. To do so you must provide a written request to Healix including as much information as possible (reference number, dates, specific issue etc.) to enable us to comply with your request as quickly as possible. Please see contact details below.

## How to Make a Complaint

If you have any concerns or a complaint regarding our collection and use of your Personal Information, or a possible breach of your privacy, please send them to: [privacy@healix.com](mailto:privacy@healix.com) or write to us at the address listed below.

We will treat your requests or complaints confidentially and contact you within a reasonable time after receipt of your complaint to address your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

If you do not believe your complaint is managed appropriately you have the right to escalate the complaint to the applicable Data Protection Authority. Please request information from the Data Protection Officer using the Contact Details below.

## Contact Details

Any questions, comments or requests regarding this policy should be addressed to the Data Protection Officer at: [privacy@healix.com](mailto:privacy@healix.com)

Or by mail:

Group Data Protection Officer  
Healix, Healix House, Esher Green, Esher, Surrey, KT10 8AB, UK

You can also find the regulatory information on the Healix Group of Companies at <http://healix.com/regulatoryinfo>.