

C19-YRS PRIVACY POLICY

INTRODUCTION

Welcome to ELAROS 24/7 Limited's (ELAROS) privacy policy for C19-YRS.

ELAROS respects personal privacy and is committed to protecting personal data and fully complying with its legal obligations under the GDPR and the Data Protection Act 2018. ELAROS is a 'data processor' in respect of C19-YRS, which means that we only process personal data as instructed by our customers, i.e. the clinical bodies that provide you with care and treatment.

1. Purpose of This Privacy Policy

This privacy policy aims to give you information about how ELAROS collects and processes personal data when you download or use our C19-YRS online system.

2. Who are ELAROS

ELAROS 24/7 Limited (ELAROS) is a company which was incorporated on the 14 December 2010 in England and Wales under No. 07469411 and whose registered office is at Electric Works, Sheffield Digital Campus, Sheffield, S1 2BJ. The business of ELAROS is the development of health technologies, health apps, clinical web portals and clinical assessment tools.

3. Contacting ELAROS

You can contact ELAROS by writing to us at the above address, or by emailing us at hello@elaros.com or by calling us on 0114 286 6200.

4. Who is responsible for the management of data protection at ELAROS?

We have appointed a data protection officer to support the management of data protection at ELAROS and for dealing with any questions you may have in relation to this privacy policy. You may contact ELAROS using the contact details given in sections 2. and 3. above, or directly at dpo@elaros.com.

ELAROS hosts its **C19-YRS** app and cloud-based software through a third-party hosting provider, **Pipe and Piper** (<https://pipeandpiper.co.uk>). For more information on Pipe and Piper's storage policies for data collected on C19-YRS, visit <https://pipeandpiper.co.uk/policies/>

5. What sort of personal data do we hold and collect?

The C19-YRS system needs to process your name and other contact details so that those who are treating you know who you are. These include:

- Name (First Name and Last Name)
- Address (optional)
- Postcode (optional)
- NHS number
- Date of Birth
- Medical centre being seen at
- City, town, borough or district you have been referred from
- Sex at birth

- Email address (optional)
- Your primary language

The system will also collect and process data about your health, relevant medical history and symptoms if unwell, in particular information about symptoms relating to short and long-term COVID. We process this sensitive data so that the clinical teams using the system can access up-to-date information to help treat you. ELAROS cannot lawfully view or access this data, we only process this data for your health organisation to access and provide you with care.

Some additional information may be requested, but providing this information is optional:

- Information about your health status (including height and weight)
- Information about your medical history/pre-existing conditions
- Your COVID-19 test data (date, type and result)
- Number of days in hospital and intensive care due to COVID-19 care data
- Racial or ethnic origin data
- Smoker status
- Any medication you take and what for

The C19-YRS questionnaire may also ask questions on other sensitive topics, such as:

- Thoughts of self-harm (Depression)
- Unpleasant dreams (PTSD screening)
- General thoughts and feelings from family members
- Whether you care for another individual (social role)
- Weight loss and nutritional health (optional)
- Employment status (optional)

6. Who is your data shared with?

To deliver the care and treatment that you need, ELAROS requires the support of another company called Pipe and Piper Ltd. Pipe and Piper are a UK-based software development company composed of app developers, cloud software engineers, web designers and business experts, focused on delivering bespoke digital app and cloud software solutions. Pipe and Piper Ltd host the system on our behalf but are not permitted to process the data collected within it other than as instructed by our clinical customers. For more information on Pipe and Piper's storage policies for data collected on C19-YRS, visit <https://pipeandpiper.co.uk/policies/>

ELAROS only acts upon the instructions of our customers and data will only be shared with other bodies with their authorisation (unless exceptional circumstances apply, and we are required to share data by law). It is the responsibility of the healthcare organisation to provide a disclosure on how their service will be delivered and to seek consent from you if you wish to use our system to support clinicians with their delivery of care.

7. Marketing

This app is solely for our customers' purposes, so we will never share your personal or sensitive personal data with any third party for marketing or commercial purposes.

8. What are your data protection rights?

You have a number of rights under data protection law, including the right to see what data is held about you, have it corrected if it is inaccurate and even to have data removed from the system in some circumstances. If you wish to understand more about your rights or to exert them you must contact the body providing you with care as ELAROS can only act when instructed by them We will of course do all we can to assist them if they so request.

9. Changes to our privacy policy

ELAROS keeps its privacy policy under regular review and places any updates on its home web page. This privacy policy was last updated on 17th May 2021.

10. How to contact us

If you have any questions about ELAROS or the system we provide please do not hesitate to contact us on email: c19-yrs@elaros.com or call us at: 0114 286 6200. Alternatively, write to us at: Electric Works, Sheffield Digital Campus, Sheffield, S1 2BJ

11. Contacting the regulator to make a complaint

Data subjects have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority in relation to data protection issues (www.ico.org.uk). If a data subject feels that their data has not been handled correctly, or is unhappy with our response to any requests that they have made to us regarding our use of their personal data, they have the right to lodge a complaint with the Information Commissioner's Office. We would, however, appreciate the chance to deal with any such concerns before you approach the ICO so please contact us in the first instance.

The ICO can be contacted by calling 0303 123 1113 or by going online at www.ico.org.uk/concerns.