

## Oxehealth – Privacy Notice – Customer

### Introduction

This note sets out the way in which Oxehealth Limited processes the personal data held about you as customers (as established in the rules on giving privacy information to data subjects in Articles 12, 13 and 14 of the GDPR).

### Identity and contact details of the Data Controller

**Name:** Oxehealth Limited

**Address:** Magdalen Centre, The Oxford Science Park, Littlemore, North OX4 4GA

**Phone number:** 01865 900599

**Email:** [info@oxehealth.com](mailto:info@oxehealth.com)

**Website:** [www.oxehealth.com](http://www.oxehealth.com)

### Contact details of the Data Protection Officer

Oxehealth Limited's Data Protection Officer is Tom Hatfield, who can be contacted at [tom.hatfield@oxehealth.com](mailto:tom.hatfield@oxehealth.com) or on 01865 900599.

### How do we get your information?

We get information about you from the following sources:

- Directly from you
- From publicly available sources such as websites or directories

### What information do we collect about you and what do we use it for?

The information we may collect about you is as follows:

- personal information (such as name, address, phone and email contact information, customer reference id, job role)

We use this data:

- to enable contact with a specific individual at a customer in order to make decisions on the supply of goods and services, to share communications about new products or functionality, to be able to invoice a customer and to discuss customer service issues
- within our finance systems, customer master files and CRM in order to process purchase orders and invoices and take payments to suppliers.

### What is our lawful basis for processing your personal data?

Depending on the processing activity, we rely on the following lawful basis for processing your personal data under the GDPR:

- Article 6(1)(a) which relates to data processing where you have provided consent.
- Article 6(1)(b) which relates to processing necessary for the performance of a contract.
- Article 6(1)(c) so we can comply with our legal obligations.
- Article 6(1)(f) for the purposes of legitimate interest.

The data held about you is required in order to comply with our legal obligations as a supplier of yours, to perform our obligations to you or because there are legitimate reasons for doing so (and holding your data is

necessary to achieve this interest). Customers also consent to the processing of their data sets by Oxehealth in the contracts signed.

## **Who is your information shared with?**

Other than being used within Oxehealth by its employees, in addition to sharing your data with HMRC and other public authorities as required by law, your personal data may be routinely shared with:

- Atraxa Consulting Limited of Brookes Mill, Armitage Bridge, Huddersfield, West Yorkshire, HD4 7NR who provide accounting services on behalf of Oxehealth Limited (including the preparation and processing of VAT returns).
- Chartas Accounting Services Limited of Elm Tree Cottage, Leckhampstead, Newbury, RG20 8QY, who provide financial and administrative support to Oxehealth Limited (including the processing and payment of invoices)

## **Any transfers to third countries and the safeguards in place**

Your data will not be transferred outside of the EU at any time.

## **How long will your information be held?**

We will hold your information whilst you are a customer of Oxehealth and, if you are no longer a customer to Oxehealth, for as long as is required in order to comply with legislative requirements – invoices which may contain your personal data, for example, will be retained for a period of 7 years in order to comply with HMRC requirements.

## **Security of your information**

The security of all information held and processed by Oxehealth is fundamental to the business. Any information is held securely in an office which has 24/7 security with restricted, electronically controlled access to staff members. Any information held in soft copy has access restricted only to those members of staff who require it to perform their roles or obligations.

## **What are your rights?**

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information.

Any subject data requests, complaints or objections should be made in writing to Oxehealth's Data Protection Officer: -

**Chief Operating Officer**  
**Oxehealth Limited**  
**Magdalen Centre North**  
**Oxford Science Park**  
**Oxford, OX4 4GA**  
Email: [info@oxehealth.com](mailto:info@oxehealth.com)

## **How to make a complaint**

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact Oxehealth's Data Protection Officer using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)