

The Doctors Laboratory Limited Privacy Notice for Patients ordering Group B Streptococcus (GBS) Testing Services

This policy explains how The Doctors Laboratory Limited (company number 02201998) uses your personal data when a patient (you, your) orders a GBS test directly from The Doctors Laboratory Group (us, we, our, TDL).

When you order a GBS test direct from TDL, TDL is the controller and is responsible for your personal data. There is a separate policy which explains how The Doctors Laboratory Limited uses personal data when a healthcare professional requests a test for you from a member of The Doctors Laboratory Group.

It is the policy of TDL, supported by its board of directors, to take steps to ensure that your information is kept confidential and secure and to otherwise protect and respect your privacy. As well as the steps set out in this policy, security of your personal data in TDL's systems and in our processes is managed by our information management system, which is certified to the international standard for Information Security Management Systems set out in ISO/ISE 27001.

TDL is part of a group of companies which this policy will refer to as The Doctors Laboratory Group. The Doctors Laboratory Group is the largest independent provider of clinical laboratory diagnostic services in the UK providing pathology services to the private and public sector. The group includes The Doctors Laboratory Limited, TDL Genetics Limited, Health Services Laboratories LLP, and their subsidiaries. Health Services Laboratories LLP is a pathology joint venture between The Doctors Laboratory Limited, Royal Free London NHS Foundation Trust (The Royal Free London), and University College London Hospitals NHS Foundation Trust (UCLH). The registered office of the organisations in The Doctors Laboratory Group is The Halo Building, 1 Mabledon Place, London, England WC1H 9AX. You may see us refer to The Doctors Laboratory Group throughout this policy.

This policy together with any other documents referred to in, it sets out the basis on which any information The Doctors Laboratory Group collects from you, or that you provide to The Doctors Laboratory Group, will be processed by The Doctors Laboratory Group. This policy also sets out the basis on which any information The Doctors Laboratory Group collects about you will be processed by The Doctors Laboratory Group, where someone has ordered the GBS test on your behalf.

How TDL typically processes your personal data

This part of the policy explains how TDL typically uses personal data that it processes about you when providing GBS testing services to you.

Typically, the personal data about patients ordering GBS tests comes from the patient themselves but on occasion, TDL collects the patient's data from another person who is ordering the GBS test on behalf of the patient. This happens, for example, when family member orders the test on behalf of the patient.

This policy does not cover situations where a healthcare professional orders the test on behalf of the healthcare professional's patient.

TDL may collect, create, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data:** title, first name, last name;
- **Contact Data:** postal address, mobile phone number, email address;
- **Essential Patient Data:** date of birth and number of weeks pregnant;

- **Pathology Samples:** the samples you send back to us using our sample collection kit which is provided to you as part of the GBS testing services;
- **Laboratory Data:** the identity number we give to your Pathology Sample and the results of your GBS test;
- **Financial and Transaction Data:** payment card details, billing address, details about payments to and from you (including a Reference ID which we receive from our payment provider);
- **Technical Data:** internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website, and information about how you use our website.

We process some **Special Categories of personal data** about you. Special Categories of personal data include details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). We have explained in this policy how we use the Special Categories of personal data we collect about you, in compliance with the law.

Where someone else has ordered the GBS test for the patient, TDL may collect limited information about that third party and what we will collect will depend on what data that third party provides to us. This may include Identity Data, Contact Data, Financial and Transaction Data and Technical Data.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data could be derived from personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Technical Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with GBS testing services). In this case, we may have to cancel the service you have with us but we will notify you if this is the case at the time.

How TDL uses your personal data

TDL uses this personal data to carry out TDL's obligations arising from the contract it has entered into between the you (or the third party requesting the GBS test on your behalf) and TDL. This involves processes such as:

- processing the order;
- sending you the sample collection kit;
- receiving your Pathology Samples and carrying out the GBS pathology tests;
- providing the GBS test results to the postal address and mobile phone number provided by the person ordering the GBS test;
- processing your payment;

Who TDL might share your personal data with

TDL may share the personal data it collects about you with the following third parties:

- other organisations within The Doctors Laboratory Group that act as processors to carry out different aspects of the GBS testing services;
- our third party payment provider Stripe (please see <https://stripe.com/gb/legal/privacy-center#what-are-your-data-controller-activities> “Which Stripe entities are involved”). When Stripe processes your payment for the GBS testing services, it does so as our processor;
- third parties who service and maintain the machines we use to carry out the GBS testing services. These third party maintenance providers act as our processors and only process your personal data to the minimum extent necessary and under strict conditions of confidentiality;
- TDL’s IT and finance service providers and other professional advisers such as auditors, lawyers and insurers, but only to the minimum extent necessary for those providers to support the IT and finance systems that TDL uses to provide the GBS testing services, and only under strict conditions of confidentiality; and
- in the event that TDL sells or buys any business or assets or any member of The Doctors Laboratory Group does so, TDL may disclose personal data to the prospective seller or buyer of such business or assets.

Third party links

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

TDL stores your personal data in the United Kingdom and does not expect to transfer your personal data outside of the UK in providing the GBS testing services. If we do this for any reason, we make sure that appropriate safeguards are in place for the personal data, usually by using contractual clauses approved for that purpose under data protection law, or where you have explicitly consented for us to do so.

How TDL obtains your personal data

TDL obtains your personal data from:

- **Direct interactions:** You may give us your Identity Data, Contact Data, Essential Patient Data, Pathology Samples and Financial and Transaction Data by submitting forms or corresponding with us by our website order form, post, phone, email or otherwise. This includes personal data you provide when you place an order for a GBS testing (which means you are entering into a contract with us), subscribe to our newsletters or publications, report a problem with our services, report a problem with The Doctors Laboratory Group websites, or participate in communications or discussions on other social media platforms with us.
- **Automated technologies or interactions:** As you interact with our website, we may automatically collect Technical Data about you. We collect this personal data by using cookies, and other similar technologies. More information regarding our use of cookies on our GBS testing website can be found at <https://tdlgb.com/cookie-policy/>.
- **Third parties:** TDL may receive Technical Data from third party website analytics providers. We may also receive your Financial Data and Transaction Data from our payment provider.
- **Data we create:** we will create certain data about you when we process your Pathology Samples to carry out the GBS testing services. The data we create is the Laboratory Data.

Purposes of processing and lawful basis of processing

The table below describes the purposes for which TDL uses your personal data, and the legal bases that TDL relies on when doing so.

Purpose	Category	Lawful bases for processing
To register you as a new customer	Identity Data Contact Data Essential Patient Data	Performance of a contract with you Necessary for our legitimate interests (to comply with a contract with someone who has ordered the GBS test for you) (For Essential Patient Data only:) Necessary for the purposes of the provision of health or social care or treatment
To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us (c) send you a sample collection kit (d) run GBS pathology tests on your Pathology Samples (e) provide your results to you	Identity Data Contact Data Essential Patient Data Pathology Samples Laboratory Data Financial and Transaction Data	Performance of a contract with you Necessary for our legitimate interests (to comply with a contract with someone who has ordered the GBS test for you) (For Essential Patient Data and Pathology Samples only:) Necessary for the purposes of the provision of health or social care or treatment
To manage our relationship with you which will include: (a) notifying you about changes to our terms, products or privacy policy. (b) Notifying you of any delays to our services (c) Asking you to provide feedback or take a survey.	Identity Data Contact Data	Performance of a contract. Necessary to comply with a legal obligation. Necessary for our legitimate interests (to comply with a contract with someone who has ordered the GBS test for you) Necessary for our legitimate interests (to keep TDL's records updated and to study how customers use TDL's products/services).
To administer and protect The Doctors Laboratory Group business and our website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data).	Identity Data Contact Data Technical Data	Necessary for TDL's legitimate interests (for running TDL's business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) Necessary to comply with a legal obligation
To use data analytics to improve the our website, products and services, marketing, and customer relationships.	Technical Data	Necessary for our legitimate interests (to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To take legal advice and to enforce legal rights, or to defend legal claims.	Identity Data Contact Data Technical Data	Necessary for TDL's legitimate interests (to take legal advice and to, to enforce legal rights, or to defend legal claims)

How TDL processes personal data in specific situations

This part of the policy explains how TDL uses personal data about patients in certain specific situations.

Purpose	Description
Archiving	TDL maintains records that comply with Royal College of Pathologists' guidance on the retention and storage of pathological records and specimens, as updated from time to time. Those records include patient records, laboratory worksheets used during the tests, test results, diagnostic images, quality control and assessment records relating to the tests, and other types of records described in the guidelines available at www.rcpath.org .
Legal Action	In the event of a legal claim relating to any pathology services that TDL has provided TDL will use any personal data relevant to the claim in order to take legal advice, communicate with TDL's insurers about the claim, and to defend or settle the claim.
Mandatory Public Health Reporting	TDL is required by law to report certain pathology test data to public bodies in the UK with responsibility for public health, such as the UK Health Security Agency. TDL shares data with those public bodies in order to comply with its legal obligations.

Lawful basis of processing in these specific situations

The lawful basis for processing these categories of data is as follows:

Purpose	Category	Lawful bases for processing
Archiving	Identity and Contact Data Essential Patient Data Laboratory Data Technical Data Financial and Transaction Data	This processing <ul style="list-style-type: none"> is necessary for the legitimate interests of TDL (the implementation of best practice in its clinical pathology laboratory) and those interests are not overridden by the interests of the data subject; and is necessary for the provision of medical diagnosis, health care or treatment, and/or the management of health care services, and is carried out under the responsibility of a health professional (a pathologist).
	Identity Data and Contact Data	This processing is necessary for the purposes of TDL's legitimate interests (the implementation of best practice in its clinical pathology laboratory) and those interests are not overridden by the interests of the data subject.
Legal Action	Identity and Contact Data Essential Patient Data Laboratory Data Technical Data Financial Transaction Data	This processing is necessary for the establishment, exercise or defence of legal claims.
	Identity Data and Contact Data	This processing is necessary for the legitimate interests of TDL (the establishment, exercise or defence of legal claims) and those interests are not overridden by the interests of the data subject.

TDL uses cookies on its GBS website

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies.

If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see <https://tdlgbs.com/cookie-policy/>.

Retention of personal data

TDL retains the personal data referred to in this policy only for as long as necessary to achieve the purpose for which TDL holds the data.

To determine the appropriate retention period for personal data, TDL considers the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of the personal data, the purposes for which TDL processes the personal data and whether TDL can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different kinds of personal data are available in TDL's retention policy which you can request from TDL's Data Protection Officer using the contact details at the end of this policy.

TDL retains Essential Patient Data, Pathology Samples, Laboratory Data, Identity Data and Contact Data only for as long as necessary to achieve the purpose for which TDL holds the data.

Purpose	Retention Period
Archiving	The period specified in the Royal College of Pathologists' guidance on the retention and storage of pathological records and specimens.
Legal Action	TDL processes the data until the actual or threatened claim has been settled or determined by a court.

How TDL keeps your personal data secure

TDL takes all reasonable steps to protect personal data. Security of personal data in TDL's systems and in our processes is managed by our information security management system, which is certified to the international standard for the Management of Information Security ISO27001.

In addition, TDL takes the following security measures:

- implementing procedures to comply with all relevant statutory requirements and monitoring internal procedures periodically to ensure that there is such compliance;
- complying with data protection law in the UK;
- making its officers, employees and sub-contractors aware of the rules and procedures laid down by TDL from time to time in respect to the security of information and the importance of confidentiality.;
- taking measures to ensure the proper training, supervision and instruction of employees dealing with your information;
- requiring all sub-contractors to enter into confidentiality agreements in respect to information they acquire from TDL;

- not retaining information for longer than is necessary for the purposes set out in this policy, and
- reviewing confidentiality and security arrangements on a regular basis and putting in place measures to maintain and, where possible, improve information security.

Your rights

You have the following rights in relation your personal data:

Request access to the personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data TDL holds about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold. This enables you to have any incomplete or inaccurate data TDL holds about you corrected, under certain circumstances.

Request erasure of personal data. This enables you to ask TDL to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask TDL to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where TDL has processed the personal data unlawfully or where TDL is required to erase the personal data to comply with local law.

Object to processing of personal data under certain circumstances, including to the use of the personal data for direct marketing.

Request restriction of processing of your personal data. This enables you to ask TDL to suspend the processing of your personal data under certain circumstances.

Request the transfer of the personal data to you or to a third party. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where TDL is relying on consent to process the personal data. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time consent is withdrawn.

You have the right to lodge a complaint with the [Information Commissioner](#) if you feel TDL has not complied with its data protection obligations. We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Contact

The Doctors Laboratory Limited has appointed a Data Protection Officer. Questions, comments and requests regarding this privacy policy are welcomed and should be made to the Data Protection Officer:

The Data Protection Officer
The Doctors Laboratory Group
1 Mabledon Place
London
WC1H 9AX
dataprotection@tdlpathology.com