



Public Privacy Notice

May 2026

Omnes Healthcare

1 Who we are?

Omnes Healthcare Ltd ('we', 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the common law duty of confidentiality and other relevant healthcare legislation and guidance. This notice provides you with the necessary information regarding your rights and obligations and explains how, why and when we collect and process your personal data.

Omnes Healthcare Ltd.'s registered office is at Evergreen House, The Edge, Clowes Street, Manchester, United Kingdom, M3 5NA, and we are a company registered in England and Wales under company number 07751362. We are registered on the Information Commissioner's Office Register of Data Controllers under registration number Z2962137 and act as the Data Controller. Omnes Healthcare is also Cyber Essentials certified and accredited under the NHS Data Security and Protection Toolkit (DSPT), demonstrating our commitment to maintaining high standards of cyber security, confidentiality and information governance.

Our designated Compliance Officer for the organisation is our Data Protection Officer and can be contacted using the address and email details found at the foot of this notice.

2 Who this Notice relates to?

This Notice explains how we may process your personal data if you are:

- A patient receiving healthcare services from us
- A parent, guardian or carer of a patient
- Next of Kin or emergency contact of a patient
- A candidate applying to work with us or a referee
- Users of our websites and digital services including www.omneshealthcare.co.uk
- Individuals contacting us by email, telephone, social media or online forms

3 Information that we collect

Omnes Healthcare processes your personal information to meet our legal, statutory and contractual obligations and to provide healthcare services safely and effectively. We will never collect unnecessary personal data from you and do not process your information in any way other than as specified within this notice.

3.1 What data do we collect?

The personal data that we may collect includes:

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Work Telephone Number
- Mobile Telephone Number
- Emergency contact and next of kin information
- Financial details where relevant
- Health and clinical information including diagnosis, treatment and care records
- Referral and appointment information
- Profile data
- Website usage and technical information
- Communications information including interactions via our website, social media channels and email

3.2 How do we collect information?

We collect information in the following ways:

- Face to face consultations and assessments
- Email and telephone communications
- Online forms and digital services
- Written correspondence
- Through NHS organisations and healthcare professionals involved in your care
- Through referrals and healthcare systems
- Where a patient identifies an individual as next of kin or emergency contact
- Through our websites and social media platforms

3.3 Automated technologies or interactions.

As you interact with our website and digital services, we may automatically collect technical data about your equipment, browsing actions and usage patterns. This information may include your IP address, browser type, device information and website usage data. Sometimes this processing is

subject to your consent. We collect this information using cookies, analytics tools, server logs and similar technologies. Please see our Cookies Policy for further details.

4 How we use your personal data and lawful basis for processing

Omnes Healthcare takes your privacy very seriously and will never sell your data without your consent. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw consent at any time. The purposes and reasons for processing your personal data are detailed below: -

- **Patient Management and Healthcare:** We process your personal data in order to provide healthcare assessment, diagnosis, treatment, referral management, safeguarding activities, patient safety monitoring, clinical audit and wider NHS healthcare operations. We rely on our Public Task (Article 6(1)(e)) obligations and, where applicable, Legitimate Interests as a healthcare provider.
- **Accounts:** We collect and store your personal data as part of our legal obligation for business accounting and tax purposes
- **Marketing Initiatives:** We collect and process your personal data using consent to provide marketing information
- **Processing Job applications/CV's** We collect this information to assess your suitability to work for us on the basis of Legitimate Interests. For referees we may request your consent.
- **Monitoring website and Digital Services:** We process website and technical information in order to operate, maintain and improve our systems, digital services and communications. We rely on Legitimate Interests and consent where required.
- **Communicating with next of kin:** We may communicate with next of kin or carers in relation to patient care and welfare where appropriate and lawful to do so.
- **Research:** we may use your personal data for specific research projects; however, this will be subject to your consent or other specific lawful basis, which will be explained to you further at the time.

5 Special Category data (inc. medical)

Our core service is the provision of healthcare and therefore we process Special Category health data relating to your diagnosis, treatment and care. Health information receives additional legal protections under UK GDPR and the Data Protection Act 2018.

We rely on the following additional condition for processing:

- UK GDPR Article 9(2)(h) – Provision of Health or Social Care

Where appropriate, we may also rely on additional legal conditions relating to employment obligations, safeguarding, public health or research purposes.

6 Artificial Intelligence, Analytics and Automated Technologies

Omnes Healthcare may use digital technologies, analytics tools and limited forms of artificial intelligence (“AI”) to support healthcare delivery, patient safety, operational efficiency and service improvement. This may include clinical documentation support, workflow management, population health analysis, reporting, service planning and website analytics.

Any use of AI or automated technologies is subject to appropriate governance, security controls, clinical oversight and data protection assessments.

At present, we do not make solely automated decisions about individuals that produce legal or similarly significant effects without meaningful human involvement.

7 Profiling

Profiling consists of the use of personal information to evaluate characteristics relating to an individual in order to better understand healthcare demand, patient needs, clinical risks and service usage patterns. We may profile information to support clinical care, service improvement, population health management and operational planning. Appropriate safeguards and human oversight apply to these activities.

8 Anonymised data:

In some circumstances we may anonymise or aggregate your personal data so that it can no longer be associated with you, in which case we may use such information without further notice to you. For example, we may aggregate or anonymise data on how you use our services to better understand how our healthcare services are accessed and used, and what health conditions are more common. This information may also be used for research purposes, including the development of software, automated tools and algorithms, by us and third parties, in order to expand medical knowledge and understanding (this may be with our commercial partners).

9 Automated decision-making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention.

At present we do NOT use Automated decision-making to process personal data.

10 Your Rights

You have the right to access any personal information that Omnes Healthcare processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned

- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

You also have the right to:

- Request correction of inaccurate or incomplete information
- Request erasure of personal information in certain circumstances
- Restrict or object to processing
- Withdraw consent where applicable
- Request portability of certain personal information
- Object to any direct marketing from us
- Be informed about automated decision-making

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

11 Sharing and Disclosing Your Personal Information

We do not share or disclosure any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We use third parties to provide the below services and business functions, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures. We may share your personal data with:

- NHS England and Integrated Care Boards
- GP Practices, Hospitals and Healthcare Providers
- Diagnostic and Treatment Providers
- Our Accountants and Professional Advisors
- Our group of companies
- IT, Cloud Hosting and Digital Service Providers
- Microsoft and communication service providers
- Regulators and Public Authorities
- Research or Innovation Partners where appropriate
- Third parties in the event of business reorganisation, merger or acquisition
- Our professional advisors

Where we use third parties to process information outside of the United Kingdom, we undertake appropriate transfer risk assessments and implement safeguards including UK International Data Transfer Agreements and Standard Contractual Clauses where required.

With every third party, we agree Data Sharing Agreements to ensure they provide the same level of protection as demonstrated within this notice.

12 Safeguarding Measures

Omnes Healthcare takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal information. We work hard to protect your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place including:

- Encryption and secure systems
- Authentication and access controls
- Cyber security monitoring
- Staff confidentiality and training
- Secure hosting environments
- Audit logging and monitoring

13 Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Omnes Healthcare, however, as this information is required for us to provide you with our services, we will not be able to offer some of our products or services without it.

14 Consequences of Not Providing Your Data

Where applicable, Omnes Healthcare will respect the NHS National Data Opt-Out policy relating to uses of confidential patient information beyond individual care and treatment.

Further information is available at:
www.nhs.uk/your-nhs-data-matters/

15 How Long We Keep Your Data

Omnes Healthcare only retains personal information for as long as is necessary and in accordance with legal, regulatory and NHS requirements. Clinical records are retained in line with the NHS Records Management Code of Practice and NHS retention schedules.

We are required under UK tax law to retain certain financial and accounting records for statutory periods. Recruitment records relating to unsuccessful applicants are normally retained for six months before secure deletion.

Where you have consented to receive marketing communications, we will retain your details until you withdraw consent, although consent may be refreshed periodically.

16 Designated Officers

Data Protection Officer:

Dr Richard Shama (Chief Medical Officer (Primary Care))

07789 501499

richard.shama@nhs.net

Senior Information Responsible Officer

Sherry Ally (Director of Performance)

07725 042059

sherry.ally@omneshealthcare.co.uk

Information Governance Lead

Habib Rahman (Governance Officer, Health and Safety Lead)

07551 738840

habibur.rahman@nhs.net

17 Lodging A Complaint

Omnes Healthcare only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority using the detail below.

Omnes Healthcare

Evergreen House, The Edge, Clowes Street, Manchester, United Kingdom, M3 5NA

e. omneshealthcare.governance@nhs.net

t. 0203 870 6692

Information Commissioners Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113
Email – via their website – www.ico.org.uk

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