



GA Medical EMS Ltd. Data Protection Policy

1. Introduction

GA Medical EMS Ltd. ("the Company") is committed to protecting the privacy and security of personal data. This policy outlines how we collect, use, store, and protect personal information in compliance with the UK Data Protection Act 2018, the General Data Protection Regulation (GDPR), and other relevant data protection laws. This policy applies to all employees, contractors, and anyone else who handles personal data on behalf of the Company.

2. Purpose

The purpose of this policy is to ensure that personal data is handled properly and confidentially by the Company to meet the specific needs of our clients in providing patient transport services. It aims to protect the rights of individuals by ensuring their personal information is handled lawfully and securely.

3. Scope

This policy applies to all personal data processed by GA Medical EMS Ltd., including:

- Patients
- Clients (e.g., healthcare facilities)
- Employees
- Suppliers and third-party service providers

4. Key Definitions

- **Personal Data:** Any information relating to an identified or identifiable natural person (Data Subject), including but not limited to name, contact details, medical information, or location data.
- **Data Subject:** An individual whose personal data is being collected, held, or processed.
- **Data Controller:** The entity (GA Medical EMS Ltd.) that determines the purposes and means of processing personal data.
- **Data Processor:** Any third party that processes personal data on behalf of GA Medical EMS Ltd.
- **Processing:** Any operation performed on personal data, including collection, storage, use, and disclosure.

5. Legal Basis for Processing

GA Medical EMS Ltd. processes personal data based on the following legal grounds:



- **Consent:** We will obtain the explicit consent of the data subject for processing their personal data where required.
- **Contractual Obligations:** We process personal data to fulfil contractual obligations, such as providing patient transport services tailored to client needs.
- **Legal Obligations:** We may process personal data to comply with legal requirements (e.g., health and safety regulations).
- **Vital Interests:** In some cases, processing may be necessary to protect the vital interests of the data subject (e.g., in emergency medical situations).

6. Data Collection

We collect personal data necessary for the provision of patient transport services, including:

- **Personal Identification Information:** Name, date of birth, gender, contact details.
- **Medical Information:** Medical history, current health conditions, medication requirements.
- **Transport Information:** Pickup and drop-off locations, emergency contact details, specific client needs (e.g., mobility assistance).

7. Data Use

Personal data will only be used for the following purposes:

- Providing tailored patient transport services.
- Communicating with clients regarding transportation arrangements.
- Ensuring patient safety and well-being during transport.
- Complying with legal and regulatory obligations.
- Responding to inquiries or requests from clients.

We will not use personal data for any purposes not outlined in this policy unless we have obtained explicit consent from the data subject.

8. Data Sharing

GA Medical EMS Ltd. will only share personal data with third parties when necessary to fulfil our services or when required by law. Third-party recipients may include:

- Healthcare facilities
- Medical professionals
- Emergency services
- Subcontractors providing transport or medical services



In each case, we ensure that any third-party processor complies with data protection laws and that a Data Processing Agreement (DPA) is in place.

9. Data Security

We are committed to ensuring that personal data is secure. To prevent unauthorized access or disclosure, we have implemented the following security measures:

- **Encryption:** Personal data is encrypted during storage and transmission.
- **Access Control:** Only authorized personnel can access personal data, and access is granted based on job responsibilities.
- **Physical Security:** Data stored in physical form is kept in secure locations, with restricted access.
- **Cybersecurity:** We use firewalls, antivirus software, and regular vulnerability assessments to protect against cyber threats.

10. Data Retention

GA Medical EMS Ltd. will retain personal data for no longer than is necessary for the purposes for which it is processed. Retention periods will vary depending on legal requirements and business needs. Once data is no longer required, it will be securely deleted or anonymized.

11. Data Subject Rights

Data subjects have the following rights regarding their personal data:

- **Right to Access:** Request a copy of the personal data we hold.
- **Right to Rectification:** Request correction of inaccurate or incomplete data.
- **Right to Erasure ("Right to be Forgotten"):** Request deletion of personal data when it is no longer needed.
- **Right to Restriction of Processing:** Request a temporary halt to processing under certain conditions.
- **Right to Data Portability:** Request transfer of data to another service provider.
- **Right to Object:** Object to the processing of their personal data for certain purposes, such as direct marketing.

Requests related to these rights should be made in writing, and we will respond within one month in compliance with GDPR regulations.

12. Data Breaches

In the event of a data breach, GA Medical EMS Ltd. will take the following steps:

- Identify and contain the breach.
- Assess the impact on personal data and individuals.



- Notify the Information Commissioner's Office (ICO) within 72 hours if required.
- Notify affected individuals if there is a high risk to their rights and freedoms.
- Take appropriate action to mitigate future risks.

13. Data Protection Officer (DPO)

GA Medical EMS Ltd. has appointed a Data Protection Officer (DPO) to oversee data protection compliance. The DPO can be contacted at:

Matthew Cooke
GA Medical EMS Ltd.
ga.medical@outlook.com

14. Employee Responsibilities

All employees handling personal data must:

- Comply with this policy and all relevant data protection laws.
- Report any suspected data breaches to the DPO immediately.
- Complete regular data protection training.

15. Policy Review

This policy will be reviewed annually or sooner if necessary to ensure compliance with data protection laws and any changes to our operations.