



Accredited by



MISSION STATEMENT

The aim of the Ulster Independent Clinic is to provide, in partnership with our medical colleagues, quality healthcare timed to suit your needs in an environment that is both comfortable and private.

Professional staff will care for you, providing the same level of friendly, competent and evidence-based service we would wish for our families and ourselves. To sustain this level of commitment, the Clinic supports the professional development of its staff so that the knowledge and skills you require for your care and treatment are continually enhanced.

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WELCOME

On behalf of the staff, I'd like to welcome you to the Ulster Independent Clinic.

We understand that the prospect of going into hospital for treatment or a surgical procedure can be a little daunting. Rest assured, we'll make every effort to lessen any anxieties by creating a calming atmosphere for you and ensuring you're cared for at all times by skilled and professional staff.

This booklet sets out the basic things you should know about preparing for your admission, about your treatment and also about the Clinic and its facilities.

If you have questions about any of the matters here, or you would like further details, please don't hesitate to ask any member of our team. We'll be happy to help.

Diane Graham

Matron / Chief Executive





ARRIVING AT THE CLINIC

The admission letter we sent you contains instructions about arriving at the Clinic. Please plan to arrive at the time we've requested – it will help with getting you admitted and settled more quickly.

When you get here, come in by the main hospital entrance and go to Reception. Your details will be checked here.

If necessary, you may also be directed to our Accounts Department to complete your financial arrangements.

Once the administrative process has been completed, a member of the ward team will accompany you to your room.



Settling in

Shortly after you've been shown the layout of the ward and the facilities in your room, a member of the nursing staff will come and ask you a series of questions in order to obtain a concise medical and social history, and will also ask you for any medication you have brought with you. This will be placed in safe storage.

Your weight and height will be measured at this stage. The Anaesthetist will use this information when calculating the necessary dose of medication. The nurse will also record your blood pressure, heart rate, temperature, oxygen saturation and pregnancy status. These details will act as a baseline measurement prior to surgery.



Other arrangements

All patients at the Clinic will receive active resuscitative care in the event of a sudden unexpected collapse. However, we do recognise that some people will not want to be given this treatment. If you have any requests in this regard, please do discuss them with your Consultant.

You may find you're asked the same questions by different people. Don't be concerned. This is standard practice as part of our checking process, and ensures maximum safety for every patient having an operation. For the same reason, you will also be required to wear a patient identification bracelet during your stay in hospital.



Minors

Anyone under 16 years or younger receiving treatment at the Clinic should be accompanied by their legal guardian, namely, the person who has parental responsibility. The guardian will be required to sign the consent form.



Getting ready

DURING YOUR STAY

Prior to treatment

Before you undergo your treatment or surgical procedure you will be seen by your Consultant and asked to sign a consent form for your surgery. He or she will outline what will happen during the procedure. Note that no form of treatment will be undertaken without

this being discussed with you. Written consent is required for an anaesthetic, surgical or specialised examination. You should ensure that you fully understand what is going to happen to you, and any possible risks or complications involved.

Your Anaesthetist will also see you prior to your procedure.

We will give you an approximate time when you are expected to go to theatre. However, this can change, depending on how the theatre schedule is progressing.

We know that waiting to go to theatre can be an anxious time. The ward nursing staff will keep you informed of any changes or delays as soon as they are made aware of them.

You will be required to wear a hospital gown for your procedure. If you are undergoing general anaesthetic, we will ask you to remove any make-up, nail varnish, false nails, body piercings, contact lenses, dentures and jewellery. Wedding bands can usually be kept on and will be taped over. You may also be asked to wear surgical stockings – these help to prevent blood clots forming in the legs.

When it is time for your operation, a ward nurse will accompany you to the operating department, where the theatre staff will take over your care.



Post-treatment

After your procedure, you'll be taken to the recovery unit, where you will begin to waken up. How long you spend in the unit is likely to depend on the nature of the surgery and the way you recover from your anaesthetic.

When you awaken, you may have an oxygen mask over your face. This is quite normal. A nurse will be checking your pulse, blood pressure and breathing rate,

and ensuring you are in as little pain as possible. When you are fully awake, a nurse from your ward will accompany you back to your room. From this point on, the ward nurses will continue to monitor you as you recover.

If you experience any pain, let your nurse know straight away so that the appropriate pain relief can be arranged for you.



The type of operation or treatment you have had will determine when you can start drinking and eating again. Your nurse will be able to advise you. If you have undergone surgery, you will also need the assistance of a nurse when getting out of bed for the first time – even if you feel perfectly capable.

You'll have an opportunity to discuss your care with your Consultant during his or her daily visit.

Tailored to you

The medical team will tailor your treatment and care to your individual needs, and will discuss it fully with you. If there is any aspect you'd like to discuss, please inform the nurse in charge and your Consultant. Our dedicated nursing team will ensure that you receive excellent quality treatment throughout your stay, plus our resident doctors provide 24-hour on-site medical care.



YOUR ROOM

Our private bedrooms are designed to ensure that you can recover in a comfortable, restful environment.

- Each room has an en-suite bathroom, satellite TV and free WiFi.
- You can call a nurse at any time, day or night.
- Mail will also be delivered to your room. To post a letter, just ask one of the ward staff.

Mobile phones

Patients or visitors must not use mobile phones in designated clinical areas within the hospital. You may use electronic devices within your room, unless instructed otherwise by a member of the ward team.

In order to preserve the privacy and confidentiality of others within the Clinic, mobile phones and other electronic devices may not be used for photographic or recording purposes.

MEALS

Eating well is an essential part of your recovery. We offer a menu of healthy, freshly prepared meals and snacks throughout the day.

There is always a menu choice and the option of a light snack if you prefer. Our dietician is also available to help with your food choices if required.

8:00am	Breakfast
10:00am	Mid-morning tea/coffee
12.30pm	Lunch
3:00pm	Afternoon tea/coffee
5:30pm	Dinner
9:30pm	Night-time snack





WHAT TO BRING WITH YOU

All in-patients & day patients:

- please make sure you have all relevant X-rays and scans
- any medication and inhalers you are currently taking (including the contraceptive pill, aspirin or other blood-thinning meds), in the original packaging
- glasses instead of contacts (if you normally wear them)
- insurance authorisation code or claim form (if needed)
- books and magazines

Please follow instructions on your admission letter regarding arrival time and fasting.

In-patients:

- Dressing gown and slippers
- Pyjamas/nightdress
- Toiletries (towels are provided)

The Clinic does not provide a personal laundry service, so we recommend you make your own arrangements for this.

Valuables

The Ulster Independent Clinic cannot be held responsible for the loss of or damage to property brought into the hospital. We therefore strongly advise you not to bring large amounts of money, jewellery or other valuables with you.

Make-up, nail varnish & jewellery

We ask you not to wear any make-up, nail varnish or false nails when you are admitted. All jewellery other than a wedding band should be removed (including body piercings).

Personal hygiene

Please ensure you have had a bath or shower on the day of your admission to hospital.



INFECTION PREVENTION & CONTROL

The Ulster Independent Clinic has an extremely low infection rate. We actively monitor the rate, and take every effort to minimise the risk to patients.

- Our dedicated infection prevention and control nurse works closely with both clinical and non-clinical staff.
- Our domestic staff receive regular training in infection control procedures to maintain high standards of hygiene and cleanliness.
- Patients undergoing certain orthopaedic procedures will be asked to have MRSA screening prior to admission. A member of our staff will be in contact with you to arrange this.



Help us to help you

We ask all our patients for their co-operation in maintaining our high standards of infection prevention.

- Frequent hand-washing is essential, but especially before and after meals, and after using the toilet.
- If you have an intravenous infusion, wound drain or catheter, do not touch these or any other device.
- We recommend that any friends or relatives who have a cold, chest infection, diarrhoea and vomiting or any other infection do not visit you while you are in hospital.
- Staff attending you will wash or gel their hands before any care intervention. Hand gel is available in your room for staff, patient and visitor use.



VISITING & OTHER IMPORTANT INFORMATION

As part of our strict infection prevention and control guidelines, we ask all visitors to wash their hands before and after seeing patients.

Hand cleansing gel is freely available throughout the Clinic.

To help ensure you remain safe, it is important that if your visitor has any symptoms or feels unwell (even if they have a negative lateral flow test result) they should stay at home.

Visiting is currently facilitated for 1-2 family members only between: 7.00pm - 8.30pm

Visiting outside these hours may be arranged by contacting the Ward Sister.

Thank you for your co-operation.

The Clinic has comfortable day rooms on each ward level, and patients and visitors are welcome to enjoy the complimentary tea and coffee facilities here.

Smoking

We have a strict no-smoking policy in place throughout the Clinic for all patients, visitors and staff. Use of e-cigarettes is also prohibited. If you are a smoker, you should speak to the nurse-in-charge so that arrangements can be made.

Chaplains

There is a Chaplaincy service available to you on request. If you would like to be visited by your own minister or priest during your stay, you are of course also free to make your own arrangements.

Fire Safety

The fire alarm in the Clinic is tested weekly. The nursing staff will let you now about this in advance. You are not required to do anything.

In the event of a fire emergency, under the guidance of the Clinic staff, you must:

- leave the building by the nearest exit
- close all doors behind you
- not stop to collect personal belongings
- not use the lifts
- assemble in the car park at the front of the building
- not re-enter the building.

GOING HOME



Day surgery patients are usually discharged on the day of admission. The precise time of admission and discharge are determined by the scheduling of your procedure in theatre and the recovery time you require. If you are having a general anaesthetic, you will normally be able to go home four hours after your operation or procedure.

Nursing staff will be able to give you an approximate time for your discharge home. Occasionally it may be necessary for some day patients to remain in hospital for 24 hours after surgery. This decision will be taken by your Consultant.

Patients who stay one night or more are asked to vacate their room by 11am. You are welcome to wait in the day room after this time until collected by a relative or friend.

After a general anaesthetic

If you have had a general anaesthetic or sedation, you must not drive for the next 24 hours. Driving after sedation is similar to driving whilst drunk and the authorities view it in the same way.

In addition, you should avoid:

- drinking alcohol, operating machinery, cooking, making any important decision or signing contracts for 24 hours after your treatment.

You should also ensure there will be someone at home to look after you for at least the first 24 hours.

If you currently receive community support or anticipate this being necessary as a result of your surgery or treatment, please contact our Hospital Liaison Sister to discuss arrangements regarding your discharge home. The number is on 028 9066 1212 (Monday–Friday, 11am to 3pm).

You should make arrangements for someone to collect you by car after your treatment, or to accompany you in a taxi.

It is inadvisable to travel by public transport after an anaesthetic or sedation – even if you are feeling well.

When you leave

When it's time to go home, you'll be given the following:

- A letter for your GP detailing your treatment.
- Written and verbal advice about your continued recovery.
- A take-home pack of prescribed medication, which a pharmacist or nurse will discuss with you prior to discharge.
- Any medication that you brought with you into hospital.
- A hospital in-patient medical certificate (if required).
- Mobility aids such as crutches or Zimmer frame if needed. Crutches can be purchased or a refundable deposit paid for larger items such as a Zimmer frame.
- Details of your review appointment with your Consultant.

When you leave, please check that you have taken all your belongings, including your own medication. If you need help to your car, just ask a member of staff on the ward.

Peace of mind once you're home

If you have any concerns or need any advice immediately after discharge, please call us on 028 9066 1212 (Monday – Friday, 11.00am–3.00pm) and ask to speak to the Hospital Liaison Sister.

Outside these times advice can be obtained from the nurse-in-charge, on 028 9066 1212.



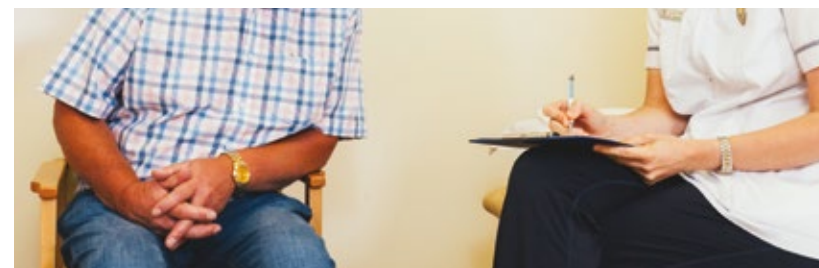
PATIENT SATISFACTION

Our aim is to ensure you receive the highest possible standards of medical and nursing care throughout your time at the Clinic.

To help us monitor and improve the service we provide, we would value the completion of our Patient Experience Survey. You will receive a text or email after discharge with a link to complete a short survey.

If you are unhappy with any aspect of your care, please discuss the matter with the Ward Sister, the Consultant or, if you prefer, with Matron or her deputy during their daily ward visits.

Raising your concern at the time will help us to address the matter promptly.



COMPLAINTS PROCEDURE

A copy of the complaints procedure for the Clinic is available on request, and is displayed in each department.

The procedure incorporates external adjudication by the ISCAS (Independent Sector Complaints Adjudication Service).

If you wish to make a formal complaint, contact:

Miss D Graham
Matron / Chief Executive

The Ulster Independent Clinic Ltd
245 Stranmillis Road
Belfast, BT9 5JH

Telephone: 028 9066 1212
Email: secretary@uic.org.uk

Regulators

All aspects of the service, including the complaints procedure, are regulated by:

Regulation & Quality Improvement Authority

James House, 2-4 Cromac Avenue
Gasworks, Belfast, BT7 2JA

Telephone: 028 9536 1111

Copies of the latest RQIA inspection report can be found at:

www.rqia.org.uk

PAYMENTS



Insured patients

The Ulster Independent Clinic may be able to work directly with your insurance company. However, it's important that you liaise with your insurer before beginning any consultation or treatment.

It is also essential that you obtain a Pre-Authorisation Reference for your treatment, and ensure your policy will cover the treatment.

If a claim form has to be completed, please bring it with you on admission to ensure it's filled in and returned to your insurer in a timely manner.

When contacting your insurer regarding a surgical episode, please quote the procedure code provided by your Consultant.

If there is an excess in your policy, this will be advised to you by your insurer. You are responsible for paying this.

Your Consultant Surgeon and Anaesthetist are self-employed practitioners. As such, they will issue their own fee invoices separately. If these are sent to you, please forward them to your insurer.

Any queries or difficulties regarding hospital invoices are dealt with by the Clinic's Accounts Department.

For any issues regarding invoices from the Consultant or Anaesthetist, please contact them or their secretary directly.



Self-paying patients

The Clinic is able to provide an approximate cost for any diagnostic test, treatment or surgical procedure on request. Note that the charges raised by the Clinic are in addition to your Consultant's fees. Your Consultant will in turn be able to advise you regarding his/her own fees.

The hospital invoice will be issued on your discharge from the hospital, and is due for immediate settlement.

Your Consultant Surgeon and Anaesthetist are self-employed practitioners and as such will issue their own fee invoices separately.

Any queries or difficulties regarding hospital invoices are dealt with by the Clinic's Accounts Department.

For any issues regarding invoices from the Consultant or Anaesthetist, contact them or their office secretary directly.

Fixed-price surgery packages are offered for a number of procedures. Where your surgery is offered on a fixed-price basis, you may discuss this option with your Consultant.

Payment by other organisations or associations

Where your treatment is to be paid for by a sports club, solicitor, employer or other organisation, you must obtain a letter of authority from them accepting full responsibility for the cost of any treatment prior to admission.

FIXED-PRICE SURGERY



This is a payment option that guarantees the cost of your treatment. It is designed for those patients who do not have medical health insurance and wish to fund their procedure themselves.

Fixed-price surgery packages are offered for a number of procedures. The composite fee includes the hospital charges, together with those of the Consultant Surgeon and Anaesthetist. The fee invoice is issued in advance of surgery and must be paid 10 days before admission. The fees collected on behalf of self-employed Consultants are paid directly to them.

Our fixed-price packages guarantee that you will not be given any additional bills even if you need to spend up to six

weeks in our hospital in the event of a complication. This six-week timescale also includes any further re-admissions on an emergency basis that are directly attributable to the original procedure.

Fixed-price surgery packages do not include:

- outpatient consultations or investigations before your admission to the Clinic
- a post-operative consultation fee for endoscopy or local anaesthetic procedures.



Other conditions

Should complications arise that are not attributable to the original admitting condition, the Clinic and Consultants reserve the right to make appropriate charges at normal rates.

The Clinic and Consultants also reserve the right to refuse admission under a fixed-price scheme if any pre-operative conditions are known to exist that may give rise to complications.

Registration forms

Whether you select to fund your treatment yourself or use your health insurance, it's essential that you complete the relevant sections of the registration form given to you and return it to the Clinic as soon as possible. This will help to ensure that the financial aspect of your admission is processed correctly.

GETTING HERE

The Ulster Independent Clinic is situated in South Belfast at the corner of Stranmillis Road and Malone Road.

By car from M1 Motorway

From M1 take exit at Junction 2 for A55 Outer Ring.

Continue through two sets of traffic lights, under railway bridge and through a third set of lights to Balmoral Avenue.

Continue along Balmoral Avenue to junction with Malone Road.

Take the slip road on the left on to Malone Road.

Prepare for turning right on to Stranmillis Road at the lights.

The Ulster Independent Clinic is clearly signposted on the left.

By car from M2 Motorway

Follow signposts for the Westlink/M1 from the M2.

Take the exit at Junction 2 for A55 Outer Ring.

Continue through two sets of traffic lights, under railway bridge and through a third set of lights to Balmoral Avenue.

Continue along Balmoral Avenue to junction with Malone Road.

Take the slip road on the left on to Malone Road.

Prepare for turning right on to Stranmillis Road at the lights.

The Ulster Independent Clinic is clearly signposted on the left.

By car from Belfast city centre

From Queen's University, keep in the left-hand lane.

Continue uphill to Stranmillis and past Ulster Museum.

Continue through Stranmillis Village.

At roundabout, take 3rd exit signposted for M1.

Continue along Stranmillis Road.

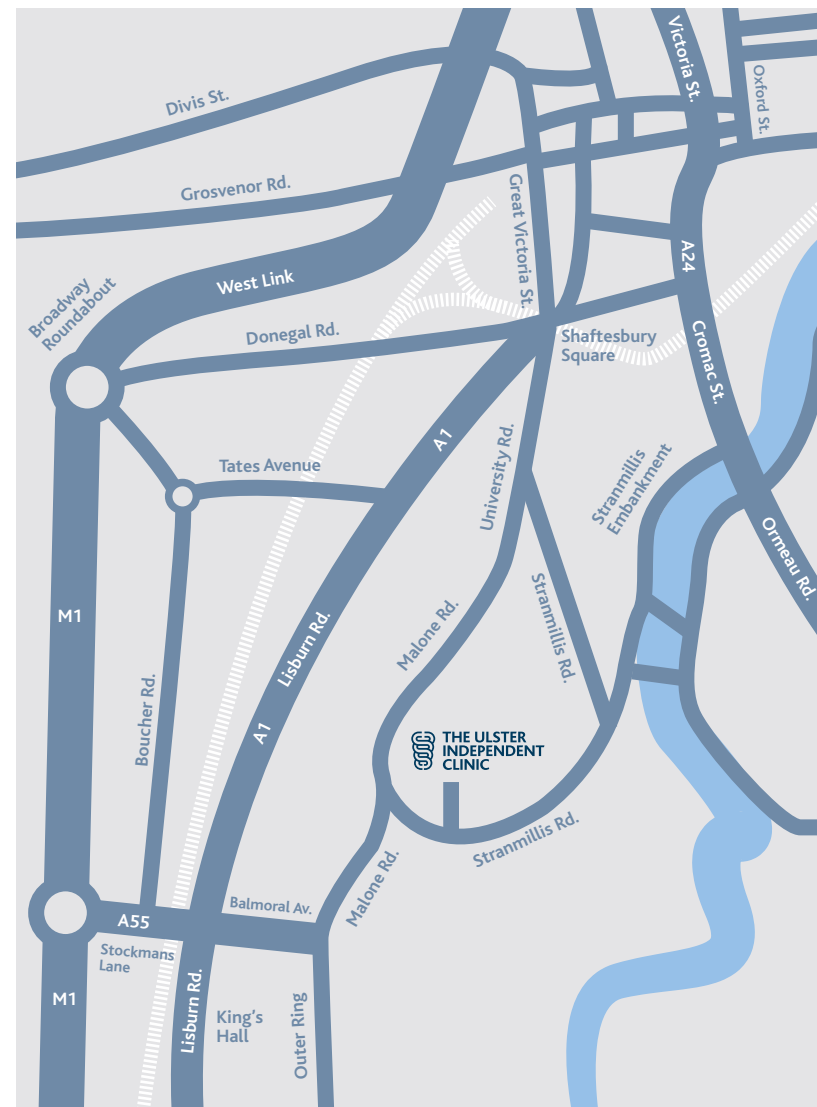
The Ulster Independent Clinic is the last entrance on the right, just before the traffic lights.

By Bus

The nearest bus stop is a 5–10 minute walk from the Clinic. From Donegall Square East in the city centre, take: Number 8A Stranmillis or Numbers 8B or 8C for Malone.

By Train

The nearest train station is Botanic Station. It is a 30-minute walk or 10-minute taxi journey to the Clinic.





Accredited by



The Ulster Independent Clinic is accredited by CHKS. The primary objective of accreditation is to help healthcare organisations improve their management and operational systems, and demonstrate their ability to provide quality services. The clinic undergoes regular reviews and service improvements to maintain this accreditation.

The HDSU department of the Ulster Independent Clinic is accredited by ISO.

PRIVACY NOTICE

1: WHAT IS THE PURPOSE OF THIS DOCUMENT?

Ulster Independent Clinic is committed to protecting the privacy and security of your personal data.

This privacy notice describes how we collect and use your personal data during and after your treatment and provides information in respect of your privacy rights and how the law protects you.

It is important that you read this privacy notice together with any other privacy notice or consent request we may provide on specific occasions when we are collecting or processing your personal data so that you are fully aware of how and why we are using your data.

2. WHO WE ARE AND GENERAL INFORMATION

CONTROLLER

Ulster Independent Clinic is the data controller and responsible for any of your personal data we hold (collectively referred to as the "Clinic", "we", "us" or "our" in this privacy notice). This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

The Consultant(s) providing your private medical treatment at the Clinic are joint data controllers in relation to your personal data which they hold for the provision of your private medical care.

This privacy notice is for all patients of the Clinic.

CONTACT DETAILS

If you have any questions about this privacy notice, including how we handle your personal data or if you wish to exercise your legal rights or make a complaint about how we have handled your data, please contact our Data Protection Officer (DPO), in one of the following ways:

Email: secretary@uic.org.uk.

Postal Address: Data Protection Officer
Ulster Independent Clinic
245 Stranmillis Road
Belfast BT9 5JH

Telephone: 028 9066 1212

You are required to raise any complaint or concern with us directly in the first instance, however, if you remain dissatisfied you have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

CHANGES TO THIS PRIVACY NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

We keep our privacy notice under regular review. This version was last updated on 19/06/2026. We ensure that any updates to this privacy notice are made available on our website and in our patient booklets.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

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 notices. When you leave our website, we encourage you to read the privacy notice of every website you visit.

2: DATA PROTECTION PRINCIPLES

We will comply with data protection law, which says that the personal data we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

3: THE KIND OF DATA WE HOLD ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the person's identity has been removed (anonymous data).

There are certain types of more sensitive personal data which require a higher level of protection, such as information about a person's health, religion or race, which are called special category data.

We will collect, store, and use the following categories of your personal data:

- **Contact Data** - personal contact details such as name, title, addresses, telephone numbers and personal email addresses.
- **Identity Data** - personal details such as date of birth, gender, marital status, photographic ID, next of kin, car/vehicle registration number, emergency contact information and dependants.
- **Private Medical Insurance Data** - medical insurance details, including membership numbers and compensation history.
- **Financial Data** - payment information, including invoices, payment methods, bank/card details and billing address.
- **Image Data** – visual images, personal appearances and behaviour of individuals (but not sound) shall be collected by our CCTV when patients attend the publicly accessible parts of our property. For the avoidance of doubt, there are no CCTV cameras within the consulting rooms, wards or theatres on our property.
- **Audio Data** – recordings of phone calls, which are taken for training and complaint management purposes.
- **Personal Views** – your feedback and responses to our patient satisfaction survey, should you provide same, or details of any complaint you submit to us.
- Any further information that you choose to tell us.

We will also collect, store and use the following more sensitive types of personal data:

- **Health Data** – details of your health comprising records, records of health conditions, any disability, treatments and care received including vaccination status, prescriptions, notes and reports about your health from your GP, results of x-rays, MRI or CT results, blood tests, pathology tests, tissue samples and other relevant medical examinations.
- **Religious Data** – data in respect of your religion is collected at admission so that we can make any arrangements as necessary being mindful of your religious beliefs, such as arranging any chaplaincy attendances.
- **Sex Life Data** – on occasion, we may collect data pertaining to your sex life or sexual orientation, such as we will make enquiries of female patients on the chance of pregnancy prior to undertaking an x-ray, tests or procedure.

4: HOW IS YOUR PERSONAL DATA COLLECTED?

and in order to improve the quality of the services provided by the Clinic. We use different methods to collect personal data from and about you, including through:

- **Direct interactions** – primarily we collect personal data about you, the patient, through the referral process and throughout the course of the provision of medical care to you, either directly from you or from your parent, carer or guardian. Such collection occurs when you: enquire after medical services the Clinic provide; you complete forms; you request information from us; throughout the provision of medical care and when you give us feedback by completing voluntary surveys.
- **Third parties** – in some circumstances, we shall receive personal data from the following sources: your GP, dentist, physiotherapist or optometrist; a health care trust; a consultant or other health care provider by a referral letter; your medical insurance provider; your employer; your other third party payee such as a sports club; the Home Office or other parties involved in facilitating the care of asylum seekers; or in some instances from your legal representative.

5: HOW WE WILL USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform an agreement we have entered into with you.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests

We may also use your personal data in the following situations, which are likely to be rare:

- Where we need to protect your interests (or someone else's interests).
- Where it is needed in the public interest.

We have set out below a description of the ways we plan to use your personal data and sensitive data (Health Data), and which of the legal bases (legal grounds) we rely on to do so. Note that we may process your personal data on more than one legal basis, when several grounds exist.

Purpose	Description	Type of personal data	Lawful basis
Pre-admission and admission	We will collect and process personal data before you are admitted as a patient and upon admission, both directly from you and third parties as identified above. This will allow us to provide you with the medical care you wish to receive and to arrange your medical care appointments.	Contact Data Identity Data Health Data Religious Data Sex Life Data	Necessary in order to take steps prior to entering a contract and as necessary for the performance of a contract with the patient. Necessary for the medical diagnosis and provision of health care or treatment pursuant to a contract with a health care professional.
Private Medical Insurance and payment details	We will collect your private medical insurance or payment details at the outset, and process it throughout your patient journey, to facilitate the billing and payment of your medical care and to collect money owed to the Clinic.	Contact Data Identity Data Private Medical Insurance Data Financial Data Health Data	Necessary in order to take steps prior to entering a contract and as necessary for the performance of a contract with the patient. The use of the data (save for Health Data) is in our legitimate interest to ensure that the Clinic receives money owed to it. The use of limited Health Data relating to the treatment received by a patient is processed as necessary for the provision of health care or treatment. The lawful basis of any such processing by your Private Medical Insurance company shall be on the basis they have communicated to you in their respective privacy notice.
Treatment of patient	We will collect and process your personal data throughout your care at the Clinic to facilitate treatment and enable consultants to make decisions in respect of your diagnosis and treatment and to ensure you receive safe and effective care. This will include obtaining tests, delivering treatment, ordering medication and recording such data for clinical audit and quality purposes.	Health Data Identity Data Contact Data Private Medical Insurance Data Financial Data	Necessary for the performance of a contract with the patient. Necessary for compliance with legal obligations, to which we are subject and for review by RQIA or the Department of Health. Necessary for the medical diagnosis and provision of health care or treatment pursuant to a contract with a health care professional. Necessary for reasons of public interest in the area of public health and ensuring protection against cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices.
Patient Survey	As part of your medical care, we engage a third party to obtain patient feedback in the form of surveys, which you can complete voluntarily.	Contact Data Identify Data Health Data	Necessary for compliance with a legal obligation to which we are subject as a private health care provider under the Private Healthcare Market Investigation Order 2014 (PHIN) and in our legitimate interests to outsource this survey to ensure the efficient response and in turn improve the quality of the health care we provide. Necessary for reasons of public interest in the area of public health and ensuring protection against cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices. We may use anonymised feedback from patient surveys or publicly available sources (such as online reviews), without any identifying details, to improve our services and, occasionally, for promotional purposes (for example on our website, social media or in other marketing materials).
Investigation of Complaints	It may be necessary to process personal data to investigate complaints received from patients.	Contact Data Identify Data Health Data (if disclosed by you) Patient feedback	We have a legitimate interest and in the course of our legitimate activities in the provision of a complaint-handling service to patients. Necessary for the performance of a contract with the patient. Necessary for reasons of public interests in the area of public health to ensure high standards of quality and safety of health care.

Purpose	Description	Type of personal data	Lawful basis
Reporting Infectious Diseases	It may be necessary to report an infectious disease to the Director of Public Health, should we suspect that a patient is suffering from a notifiable disease.	Identity Data Contact Data Health Data	Necessary for compliance with a legal obligation to which health care providers are subject. Necessary for reasons of public interest in the area of public health and ensuring protection against cross-border threats to health.
Reporting to RQIA and the Department of Health	We shall record data as required by our regulators, including RQIA and the Department of Health, and disclose data to such regulators as required to comply with our legal obligation and evidence compliance with accreditation standards. Whilst on most occasions, the data will be aggregated, in some circumstances the data will not be aggregated and will comprise personal data, such as your age, date of birth and sex together with any corresponding Health Data.	Health Data Identity Data	Necessary for compliance with legal obligations, to which we are subject and for review by RQIA or the Department of Health. Necessary for reasons of substantial public interests and the public interest in the area of public health and ensuring protection against cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices.
Reporting to Medical Implant and Device Registries	We shall submit data to medical implant and device registries as required by law, such as the National Joint Registry and the Breast and Cosmetic Implant Registry. The purpose of which is to improve patient safety and help facilitate patient contact should the need arise to recall any implants or medical devices.	Identity Data Contact Data Health Data	Necessary for compliance with legal obligations, to which we are subject pursuant to the Health and Social Care Act 2012 and for as necessary for the performance of a task carried out in the public interest. Necessary for reasons of public interest in the area of public health and ensuring protection against cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices and processing is necessary for the purposes of preventive medicine, medical diagnosis, the provision of health care or treatment or the management of health care systems pursuant to contract with a health care professional.
Medical Research and statistical purposes	Subject to your prior consent, the Health Data we are obliged to disclose to the statutory registries as set out above may be processed by the recipient data controller (NHS and the Department of Health) (directly or indirectly by its processors) for research and statistical purposes), in order to make advancements in medicine and improve treatment for the benefit of the public.	Health Data	Following receipt of your explicit consent to process the personal data for these purposes.
CCTV	We operate CCTV throughout our premises (excluding wards, consulting rooms and theatres) to protect the property, our staff and patients. Our CCTV facilities record images only.	Image Data	We have a legitimate interest to ensure safety and security of patients, staff, visitors and our property and to also deter crime.

Purpose	Description	Type of personal data	Lawful basis
Telephone recording	Telephone enquiries may be recorded for training and quality purposes.	Audio Data (together with any other data you may choose to disclose over the telephone)	We have a legitimate business interest in ensuring that all telephone enquiries are dealt with effectively. Necessary for reasons of public interest in the area of public health to ensure high standards of quality and safety of health care.
Fraud Prevention	We may process your personal data to verify your identity, to prevent fraud, compliance with anti-bribery obligations.	Identity Data Financial Data	It is our legitimate interest to minimise fraud that could be damaging for patients and us. Necessary for compliance with legal obligations to which we are subject.
Debt Collection	We may share your personal data with Debt Collection Agencies used by the Clinic from time to time for the purposes of recovering debts owed to us.	Financial Data Contact Data	We have a legitimate interest in processing personal data for the purposes of recovering debts owed to us.
Enforcement of legal rights and defence of legal claims	We may process your personal data for the purposes of protecting our legal rights and defence or legal claims.	Contact Data Identity Data Health Data (if applicable) Finance Data	We have a legitimate interest to protect our business, interests and rights. Necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.
Health and Safety Investigations	We may process personal data when required to do so pursuant to statutory investigations.	Contact Data Identity Data Health Data (if applicable)	Necessary to comply with our legal and regulatory obligations. Necessary for the purposes of the management of health care systems and services and necessary for reasons of public interest in the area of public health including ensuring high standards of quality and safety of health care.
Private Medical Insurance Audits	We may process personal data pursuant to audits of invoices as required by private medical insurance companies. This helps us ensure that the information provided to Private Medical Insurance companies is accurate and aligned with the terms of your insurance policy.	Finance Data Health Data	Necessary for the performance of a contract with the patient where they have engaged a Private Medical Insurance provider. Necessary for the provision of health care pursuant to a contract with a health care professional. We have a legitimate business interest in ensuring accuracy of information and compliance with Private Medical Insurance policies.
Next of kin	Subject to your consent, we may share your personal data with your next of kin as identified by you prior to or on your admission, as a patient of the Clinic. In an emergency, we may need to liaise with your next of kin to obtain instructions in respect of your treatment when you do not have capacity to provide instructions.	Health Data	Following receipt of your explicit consent to process the personal data for these purposes. We shall share your Health Data with your next of kin when it is necessary to protect your vital interests and when you are physically or legally incapable of giving consent.
Data Subject Access Requests	We may process your personal data pursuant to a Data Subject Access Request to fulfil our legal obligation under the data protection laws.	Contact Data Identity Data Health Data (if applicable) Private Medical Insurance Data Financial Data	Necessary for the purposes of compliance with the Data Protection Act 2018.

CHANGE OF PURPOSE

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

DO WE NEED YOUR CONSENT?

We do not need your consent if we use your personal data and sensitive data in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of your medical care. In limited circumstances as identified above, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the data that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent from us.

6: DATA SHARING

We may have to share your data with third parties, including third party service providers. We require third parties to respect the security of your data and to treat it in accordance with the law. If we do, you can expect a similar degree of protection in respect of your personal data.

WHY MIGHT WE SHARE YOUR PERSONAL DATA WITH THIRD PARTIES?

We will only share your personal data with third parties where required by law, where it is necessary to administer your medical care pursuant to our contract with you.

WHO WE SHARE YOUR PERSONAL DATA WITH

We will share your personal data with the parties set out below for the purposes set out in the table above:

- medical consultants involved in the provision of your medical care at the Clinic acting as joint controllers;
- GP's, other doctors and consultants or other health professionals or providers who are involved in the provision of your medical care, who do not operate at the Clinic acting as controllers;
- NHS England, HSC Northern Ireland, HSE Northern Ireland, HSE Republic of Ireland including for the provision of your medical care and for the maintenance of statutory registers acting as controllers;

- RQIA and the Department of Health, PHIN and other statutory bodies, regulators and health boards acting as controllers;
- your insurer, legal representative or other third party payee such as your sports club or society, acting as controllers;
- our auditors as we may engage from time to time acting as controllers, who may on occasion request certain data sets which comprises personal data;

together with the following third party service providers we engage:

- our legal representatives, in connection with the defence of any claim or other analogous legal advice;
- our hardcopy storage providers we may instruct;
- debt collection agencies we engage from time to time;
- third party providers who supply IT support and maintenance services in respect of our systems and equipment, which include, Acorn, Toadstool Technologies, Siemens, Philips, and GE, together with other such providers;
- providers of shredding services who we appoint from time to time.
- our third party supplier Cemplicity, who shall collect feedback, as we are required to seek this information by law, the responses of which we are legally obliged to submit to PHIN. Cemplicity use a sub-processor Twillo and Sendgrid Services, to issue a text message and emails with a link to the survey. Twillo and Sendgrid Services will not receive any of your sensitive personal data and the information shall be limited to your name, phone number and email address.

We will only share personal information as necessary to achieve the purpose of the processing.

SECURITY OF MY PERSONAL DATA SHARED WITH THIRD PARTY SERVICE PROVIDERS

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies and to treat your personal data in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and they are only permitted to process your personal data for specified purposes and in accordance with our instructions.

WHAT ABOUT OTHER DATA CONTROLLERS?

We will only share your personal data (including your sensitive personal data) with the health care professionals and Consultant/s providing your private medical care at the Clinic for the purpose of fulfilling our legal obligations to you or as required by law.

7: TRANSFERS OF PERSONAL DATA OUTSIDE THE UNITED KINGDOM

For the most part, we do not transfer your personal data outside the United Kingdom. However, in the following limited circumstances, your personal data will be transferred outside the United Kingdom so that we can perform our contract with you and provide the medical services:

- it may be necessary to transfer your personal information (including your sensitive personal data) to another health care professional located outside the United Kingdom for the provision of further health care advice and treatment;
- our service provider Cemplicity provide some technical support services from New Zealand. Any personal data transferred or accessed in New Zealand shall be aggregated;
- Cemplicity's sub-processors Twilio and Sendgrid are located in San Francisco, which will involve a transfer of your name, email address and mobile number to San Francisco; or
- if you are a patient from another jurisdiction visiting Northern Ireland (either for leisure of specifically for health care) and attend at the Clinic for treatment, we may transfer your personal data to your home jurisdiction once you leave the Clinic through any ongoing engagement.

MEASURES WE TAKE

- Whenever we transfer your personal data outside of the United Kingdom, we ensure a similar degree of protection is afforded by ensuring at least one of the following standards is implemented: we only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data (which includes EU countries and New Zealand); or
- where we use service providers, we use specific contracts approved for use in the United Kingdom which give personal data the same protection, or ensure they have entered such contracts with their sub-processors.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data outside the United Kingdom.

8: DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

9: DATA RETENTION

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or statutory reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

We shall retain your all health records collated during your treatment at the Clinic and which relate to your health records, which shall comprise Contact Data. Identity Data, Health Data and Sex Life Data (where applicable) for the following time periods, being the statutory retention periods for health records:

- Adult patients – 8 years from the date of last entry;
- Paediatric patients – until 25th birthday, or if the patient is 17 at the time of last entry, then to be retained until 26th birthday;
- Chemotherapy patients – 30 years or for 8 years if the patient has died.

Data relating to the payment of the services shall be retained for the following retention periods:

- Invoices and Private Medical Insurer details comprising Identity Data, Financial Data and insurance Data – 7 years;
- Private Medical Insurance remittances comprising Identity Data and Private Medical Insurance Data – 3 years; and
- Details of non-payers comprising Identity Data – until account has been paid.

INFORM US OF CHANGES

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your treatment.

YOUR RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. Under such laws, you have the right to:

- **Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal data. This enables you to ask us 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 us to delete or remove your personal data where you have exercised your right to object to processing (see below). Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons, which will be notified to you (if applicable) at the time of your request.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

- **Request the restriction of processing** of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal data to another party.

If you want to review, verify, correct or request erasure of your personal data, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact our DPO.

WITHDRAWING CONSENT

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact our DPO. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

ADDITIONAL INFORMATION

For more information on the range of treatment and services we offer at the Ulster Independent Clinic, please visit:

www.ulsterindependentclinic.com

The Ulster Independent Clinic

245 Stranmillis Road
Belfast, BT9 5JH

Phone: 028 9066 1212
Email: secretary@uic.org.uk

