



**CLIENT PRIVACY NOTICE | RGCC Europe North & West Ltd**

When you request an RGCC test, completion of a medical form is required to send with the sample. This includes patient contact information, date of birth, doctor and/or consultant details, and health information relevant to the laboratory to run the analysis. It also requests confirmation of what you wish the laboratory to do with your personal information after the test has been conducted. You can choose for your information to be deleted from RGCC SA's database immediately, or for it to be retained to facilitate future tests.

*Please note that if you choose 'no' (which means that you wish your personal data to be deleted from RGCC's database after the completion of the sample testing) the laboratory will not be able to conduct further tests on the original sample. Therefore, a new blood/tissue sample and a new medical form will need to be completed and sent to the laboratory for every future test required.*

Results from tests arranged through the RGCC Europe N&W Ltd branch office will be kept for 7 years from the last test, and then they will be deleted from our electronic database.

If medical forms are sent from other clinics via the RGCC Europe North & West office, they will be emailed to RGCC SA and then they will be deleted from RGCC Europe North & West's electronic records. Medical information will only be kept by the RGCC Europe North & West office if the Branch Office is facilitating the test.

In this case, a medical record file will be created for each patient and stored in a locked cabinet within our private clinic at Litfield House. This file contains copies of medical forms, test results, notes from discussions and any supporting information sent to us by the patient. Patient contact details and date of birth will also be stored in our secure electronic database. Records will be kept for 7 years from the last documented test or related discussion, then they will be securely disposed of electronically and via a licensed waste-disposal firm.

**RGCC Europe North & West Ltd, as part of the RGCC Group, takes the privacy of all clients seriously and will only use your personal information to facilitate the RGCC tests that have been specifically requested by yourself. We will not share your information with anyone else.**

RGCC test results can be sent to clients by email and/or post once received electronically from RGCC SA. Currently emails are not encrypted. **Please confirm below how you wish your test results to be sent to you:**

- Email
- Post\*

*\*Please note that there will be a handling and postage charge of £10 for results that are printed and posted to you by first class post.*

While you continue to request RGCC tests, you will be asked to complete a new client privacy notice periodically so that we can ensure we have up to date information from you.

Emails from the RGCC Europe North & West Ltd office are not currently encrypted, so if you are sending sensitive personal information to us you may prefer to do so by post.

If you have a complaint about how RGCC Europe North & West Ltd is handling your data, it is your right to lodge it with the Information Commissioner's Office.

Name (print) ..... Signature.....

Date.....