



Website Privacy Policy

This Privacy Policy explains how the provider of this webpage, Renal Services (UK) Limited, 22a Ives Street, London, SW3 2ND, (hereinafter as: Renal Services or Company), collects, processes and/or uses personal data on the Internet. Renal Services is now part of the DaVita International Group Company, headquartered in London, and part of DaVita, Inc., a healthcare provider focused on transforming care delivery to improve quality of life for people receiving dialysis treatment globally. This Privacy Policy applies to <https://www.renalservices.com>. Your privacy is very important to Renal Services. We understand that health is a personal, private subject, and we want you to feel comfortable visiting our websites and using our services. This Privacy Policy informs you about what personal information we collect via the Internet and how we handle it.

What is Personal Data?

Personal data means any information relating to an identified or identifiable living person; an identifiable living person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.

Personal Information We Collect About You & How We Use It

We collect personal information about you, such as your name, e-mail address, only if you submit that information when contacting us for feedback. We process your personal data for purposes resulting from the subject of communication. We use your personal data to respond to your questions and provide you with the specific services you select. This processing is based on your consent - expressed by providing data during contact (Art. 6(1)(a) GDPR) or is necessary for providing our services (Art. 6(1)(b) GDPR), or is necessary to comply with our legal obligations (Art. 6(1)(c) or is in our legitimate interests, as long as these are not overridden by your privacy rights (Art. 6(1)(f) GDPR).

Moreover, in certain cases, the processing of your data may be necessary to pursue our legitimate interests in ensuring IT and information security (including monitoring of correspondence and activity of the Company's employees), as well as risk management and internal control of the Company, internal reporting within the Company and its affiliates, and if applicable, for possible pursue and defence against claims by the Company.

Personal data will be stored for period of corresponding or for the period of performing actions resulting from the subject of correspondence (i.e. performance of a contract, organization of events). In the remaining scope, the data will be stored for a period required by law provisions and for the period in which eventual claims against the Company may be pursued.

Providing personal data is voluntary and is not a contractual or statutory requirement (except for data necessary to conclude a contract as a result of correspondence or necessary to perform the abovementioned statutory obligations). In specific cases, providing personal data might be necessary to pursue purposes resulting from the Company's legitimate interests indicated therein.

Your personal data will not be used for profiling you or for automated decision-making in relation to you.



Patients/Healthcare Professionals

If you are a patient or healthcare professional and contact us with an enquiry about the provision of patient holiday dialysis services, we will process your contact details to respond to your enquiry and to provide any requested updates relevant for holiday dialysis provision. Our treatment of patient data is subject to strict legal, professional and ethical obligations, including those relevant to data protection, clinical practice standards and confidentiality. Further details can be found in our separate Patient Notice.

Where you are a healthcare professional we may contact you with other information on our events and services. You can object to any promotional communications we may send at any time by selecting the unsubscribe link at the end of our communication with you or by contacting us using the details below.

Vendor, Payer & Commercial Engagement Partners

If you are our vendor, payer or other commercial partner - to obtain information on the processing of your personal data for purposes other than electronic communication, please refer to the relevant privacy notice [here](#).

Job Candidates

If you apply for a job at Renal Services, you will be provided with information on how your personal data will be processed. Please see the Candidate Notice available from our website careers page.

Use of Our Webpage

If you visit our webpage for informational purposes, without otherwise providing us with personal information, we may automatically collect additional information about you. For example, every time you access our webpage, your browser automatically sends us the IP address assigned to your computer. Without the IP address, it is not possible for you to communicate with your browser and thus display our webpage. In addition, we or third parties on our webpage use cookie technologies and pixels, which have different functions and may also capture information about your IP address, your navigation of the site and the dates of access. We explain their functions and how you can disable cookies in the "Manage Cookies" section at the bottom of our webpage.

We only use automatically captured information in order to make our webpage operate efficiently and offer you our services effectively.

We require the automatically collected personal data for the effective provision of our webpage, Art 6(1)(b) GDPR, as well as for our legitimate interest in ensuring the stability and security of the webpage, Art. 6(1)(f) GDPR.

Transfer to Third Parties

We only transfer your personal data to third parties for the purposes set out below:

The third parties with whom we may share your personal data include:

- Any member of our [group](#), which means our subsidiaries, our ultimate holding company and its subsidiaries, who support our processing of personal data under this notice.
- Appropriate third parties including:
 - our business partners, customers, suppliers and sub-contractors for the performance of any contract we enter into or other dealings we have in the normal course of business with you or the person that you work for; and
 - our auditors, legal advisors and other professional advisors or service providers
- In relation to information obtained via our website, analytics and search engine providers that assist us in the improvement and optimisation of our site and subject to the cookie section of this notice.

Other disclosures we may make

We will disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets subject to the terms of this Privacy Policy.
- If Renal Services or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of supply terms and other agreements with you or the company you work for; or to protect the rights, property, or safety of Renal Services, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and to prevent cybercrime.

Transfer to Third Party Countries

Within the scope mentioned above, it is possible that we may transfer your personal information to other countries (including non-EEA countries) that may have different privacy standards than yours. However, when transferring your personal information to such countries, we will apply appropriate guarantees to ensure your information is protected, such as the use of European Commission approved Standard Contractual Clauses along with other safeguards where appropriate. For more information, you may contact us on the details below.

Links to Third Party Websites

Some of our websites provide links to third party websites. Renal Services cannot guarantee that such websites are subject to the same policies or standards as the Renal Services websites. If you visit any third party website, this Privacy Policy will not apply. Please consult the privacy policy of each site you visit.

In addition, our websites partially contain embedded third party content. In order to display this content, it is technically necessary that your IP address is transmitted to the respective third party. We endeavour to use only content whose respective providers use the IP address only for the delivery of this content. However, we do not have any influence on these third party providers using your IP address e.g. for statistical purposes. As far as we know, we will inform users of such proceedings.

Cookies and Other Information We Collect

We use cookies to improve your experience when using our websites. Cookies are small files that your Internet browser stores on your terminal and which help us to make our websites more usable for you. This information might be about you, your preferences or your device and is mostly used to make the site work as you expect it to. The information does not usually directly identify you, but it can give you a more personalised web experience. Because we respect your right to privacy, you can choose not to allow some types of cookies. However, blocking some types of cookies may impact your experience of the site and the services we are able to offer.

Renal Services enables users to set their cookie preferences using our preference centre which can be located under the manage cookie section at the bottom of our webpage. The use of cookies may vary according to the DaVita website you visit. The following categories of cookies may be used on Renal Services website:

- Strictly necessary cookies - these cookies are necessary for the website to function and cannot be switched off in our systems.
- Performance cookies - these cookies allow us to count visits and traffic sources, so we can measure, analyze and improve the performance of our site.

You can find out more about the individual cookies we use and the purposes for which we use them below.

Cookie	Name	Purpose and lawful basis	More information
Google Analytics	_ga _gid _gat_UA-	These cookies are used to understand how visitors interact with the website. We use the information to compile reports and to help us improve the website. The cookies collect information in a way that does not directly identify anyone, including the number of visitors to the website, where visitors have come from and the pages they visited.	See Google's overview of privacy and safeguarding

You can disable Google Analytics cookies by using our preference centre available in the manage cookies section at the bottom of our webpage.

Most internet browsers also provide instructions on how to disable cookies on your device and offer guidance on how to manage cookies in their respective help sections.

How We Protect Your Personal Information

We use secure socket layer technology to encrypt your personal information, when you enter personal information using the forms on our webpage. This technology protects your personal information as it is being transmitted over the Internet from your computer to our servers. To protect our server environment, we maintain an ongoing risk management program and use adequate industry standard practices and technologies to ensure your information is well-secured.

Your Rights

You have multiple rights about how your personal data is processed by us, and you are entitled to exercise these rights at any point. Under the GDPR, you have the following rights:

- The right to be informed: you have the right to request information about how your data is used and how it may be shared by Renal Services.
- The right of access: you have the right to request access to your personal data held by Renal Services and to be provided with a copy of your personal data held by us.
- The right to rectification: you can ask Renal Services to update or amend your personal data if what is held is incorrect.
- The right to erasure: you have the right, in certain circumstances, to ask Renal Services to delete your personal data.
- The right to restrict processing: you have the right, in certain circumstances, to ask Renal Services to temporarily stop the processing your personal data.
- The right to data portability: you have the right to obtain and reuse your personal data if you want to move to a different service provider.
- The right to object: you have the right, in certain circumstances, to object to the processing of your personal data by Renal Services.
- Automated decision making and profiling: you can request a review of automated processing if they believe the rules aren't being followed.

Where your processing is based on consent, you have the right to you have the right to withdraw that consent without detriment at any time by contacting us as set out below.

To exercise any of these rights, including to make a subject access request, please submit a [request form](#).

To fulfil your request, we may need to see:

- Proof of your identity. Please do not send us original copies of your identification documents. If you are applying on behalf of a child or someone else you are responsible for, you will need to provide proof that you are entitled and authorized to act on their behalf.

Following your request, and provided that you have included all required supporting information within your request, we will get back to you within the one-month timeframe. You can help us to fulfil the request within the one-month timeframe by providing further details or context when submitting a request, although this is not compulsory. If the request is especially complex and requires more time to fulfil, we will communicate this to you.



E-mails you Send to Renal Services

This Privacy Policy does apply to content or information that you send us by e-mail. Please note that the Renal Services website and e-mail correspondence is for informational purposes only and is not intended to be a substitute for medical advice from a physician. Please contact your physician if you need a diagnosis or for treatments or further information regarding your specific condition.

Retention Periods

Unless specified in this Statement, we will store your personal information only for as long as necessary in the context of fulfilling the purpose of your engagement with us through the website and for a further period after that in order to anticipate any issues or queries and/or as required by law and in accordance with our retention schedule and policy. For further information, you may contact us on the details below.

How to Contact Us for Questions and Complaints

If you have a question about this Privacy Policy, want to request information, or wish to make a complaint about an infringement of your privacy you may contact our Data Protection Officer on the details below.

Email: dataprivacy@davita.com.

Post: Renal Services, 22a Ives Street, London, SW3 2ND

How to Contact the Appropriate Authority

Should you wish to report a complaint or if you feel that Renal Services has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office [here](#) or by post.

Address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Changes to this Privacy Policy

We reserve the right to change this Privacy Policy as we update our webpage. Please visit this webpage regularly and have a look at the current Privacy Policy. This Privacy Policy was last updated on June 2021.