

Data Processing Notice

ORH

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Registered in England
No. 2676859

This Data Processing Notice outlines ORH's role in processing data, and the procedures which are in place to comply with the UK Data Protection Act (2018) and the EU General Data Protection Regulation (GDPR). Its purpose is to notify you, the client, of the organisational relationships and procedures. This notice covers any projects in which a client shares data with ORH.

ORH is routinely required to process raw data from clients, for example, data detailing the workload undertaken by the client's resources. When ORH processes a client's data to carry out agreed project work, it does so as the client's "processor". ORH only processes the data in accordance with the client's written instructions and the terms agreed in the project and any data sharing agreement that accompanies it. ORH is the Data Processor and the client is the Data Controller.

ORH will not request any personal data, including personal data about the client's employees. If the project being undertaken requires the client to share personal data with ORH, they should inform ORH in writing and ensure that a suitable data sharing agreement is in place before proceeding.

Data that a client shares with ORH for a project will be held on ORH's secure servers for up to 12 months after the end of the project to enable ORH to answer any follow-up questions that may arise.

All confidential data received from the client is restricted to project team members at ORH, system administrators, and ORH's third party IT supplier. Confidential data will be stored in restricted folders on ORH's on-site secure server. ORH also provides a secure on-site file upload facility, subject to the same user restrictions.

If you have any questions regarding this Data Processing Notice, the supply of data to ORH or how we manage data, please contact our Information Governance Lead:

- Email = enquiries@orhltd.com
- Telephone = +44 (0)118 959 6623

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ORH is the trading name of Operational Research in Health Limited, a company registered in England with company number 2676859. ORH's quality management system is ISO 9001:2015 certified: recognition of ORH's dedication to maintaining high quality services for its clients.

ORH's information security management system is ISO 27001:2017 certified: evidence of ORH's commitment to implementing international best practice with regard to data security.