



Abbott Laboratories Privacy Policy for the Abbott Nutrition eRegistration Hospital2Home Website <https://eregistration.abbott.thirdparty.nhs.uk>

Welcome to eregistration.abbott.thirdparty.nhs.uk. This website is owned by Abbott Laboratories Ltd. (Reg'd Co. No. 329102) whose registered office is Abbott House, Vanwall Business Park, Vanwall Road, Maidenhead, Berkshire SL6 4XE.

Effective Date of this Privacy Policy: May 2018

This Privacy Policy explains how Abbott Laboratories including its subsidiaries and affiliates, (together referred to as "Abbott") handles the Personal Information that you provide to us on the eRegistration Web Site controlled by Abbott which link to this Privacy Policy (together referred to as "Abbott Web Site(s)"). Unless otherwise specifically noted, this Privacy Policy does not apply to Personal Information collected from you offline, to Abbott web sites that do not link to this Privacy Policy, or to third-party web sites to which Abbott Web Sites may link. Your use of this Web Site is subject to this Privacy Policy and the Online Terms of Use.

Please read this Privacy Policy before using Abbott Web Sites or submitting Personal Information to us.

How will I know whether Abbott has updated this Privacy Policy?

If Abbott changes its privacy practices, an updated version of this Privacy Policy will reflect those changes and we will notify you of such changes by updating the effective date at the top of this Privacy Policy. Without prejudice to your rights under applicable law, Abbott reserves the right to amend this Privacy Policy from time to time (including, without limitation, to reflect technological advancements, legal and regulatory changes or good business practices).

What is "Personal Information" as used in this Privacy Policy?

"Personal Information" means information which is submitted to the Abbott Website that identifies a living person (including healthcare professionals, patients and their carers) or which could be used to identify that person. For example, personal information about you might include your name and clinic address. Personal Information about a patient may include, without limitation, their name, postal address, email address, telephone number, NHS number, hospital number, prescription details and GP details. Personal Information could include the name and contact details of a patient's carer and in some cases could also include clinical information.

You must ensure that you have your patient's consent (or that of the appropriate parent or carer) before you submit any personal information about them to the Abbott Website.



Compliance with law

Abbott handles all Personal Information submitted to the Abbott Website in accordance with its obligations under the Data Protection Act (2018). The Abbott Website, its contents, design and associated Personal Information storage facilities all comply with applicable NHS (National Health Service) Information Governance policies and standards including the Data Security and Protection Toolkit (DSPT) requirements which regulate the storage, processing and transfer of personal data and patient-identifiable data.

Security

Abbott has robust physical and procedural measures in place to protect Personal Information submitted to the Abbott Website to help ensure only those who have a legitimate need to access the information can do so and are restricted to only those parts of the information required for their function. Security of information is a shared responsibility between Abbott, the NHS and the patient / carer. If you think information security has been compromised please contact Abbott so we can help address the issue.

To help provide confidence of Abbott security processes, Abbott UK are ISO 27001 (Information Security Management System) certified for processing NHS patient data and are externally audited by BSI annually.

How does Abbott use Personal Information?

Abbott will use the Personal Information you provide through the Abbott Website to: (i) deliver the requested nutrition products and ancillary items to the patient's home via Abbott Nutrition's Hospital2Home service; (ii) to provide the relevant patient (or their parent or carer) with customer service; and (iii) to assess customer satisfaction and improve our services.

Abbott does not use any Personal Information submitted to the Abbott Website for any other purposes. Abbott may share limited Personal Information with third parties in order to deliver the service requested (for example, and without limitation, Abbott may use a third party to make the Hospital2Home deliveries on its behalf). Any such third parties shall be limited to using the Personal Information for the required purpose only and shall be required to comply with applicable data protection law and Abbott's requirements.

How does Abbott collect information online?

Abbott collects only the Personal Information that you enter into data fields on the Abbott Website. For example, you may submit your name and clinic address, the name of your patient, your patient's home address, prescription details and other information so that Abbott Nutrition's Hospital2Home service can deliver nutrition products and/or ancillary items to the patient's home.

The Abbott Website will store a non-persistent cookie on your computer for the duration that your browser session is open. The Abbott Website does not use any other passive information collection technologies or store any other files in your computer, such as persistent cookies. Passive information collection technologies can make your use of Abbott Web Sites easier by allowing Abbott to provide better service, customise Abbott Web Sites based on Consumer preferences, compile statistics, analyse trends, and otherwise administer and improve Abbott Web Sites. Certain features of Abbott Web Sites may not work without use of passive information collection technologies. Information collected by these technologies cannot be used to identify you without additional identifiable information and Abbott will not connect additional identifiable information with information collected through the use of such tracking technologies.

Abbott may also collect patient clinical information from the patient in the course of providing the required service; typically through Abbott registered nurses, this may also be stored within Abbott patient systems and accessible to authorized persons through such web sites. Such information falls under the same controls and protection as information submitted by you.



Who will have access to Personal Information?

Personal Information about you, your patients and/or their parents or carers can be accessed only by a restricted number of Abbott employees to deliver the service requested and by third parties with whom Abbott contracts to deliver the service requested (for example, and without limitation, Abbott may use a third party to make the Hospital2Home deliveries on its behalf, contract nurses for home care visits etc). Any such third parties shall be limited to using the Personal Information for the required purpose only and shall be required to comply with applicable data protection law and Abbott's requirements.

Does Abbott share Personal Information with third parties?

Except as otherwise stated in this Privacy Policy, Abbott will not transfer any Personal Information to third parties, except that Abbott may disclose Personal Information to respond to authorised information requests from government authorities or when otherwise required by law.

How does Abbott secure Personal Information?

Personal Information is electronically transferred to Abbott only via the NHS N3/HSCN connection over an encrypted connection (HTTPS) and stored on Abbott's servers with access physically restricted and user access to the information tightly controlled through electronic access control systems. Any information transferred from Abbott (including, without limitation, to the NHS) is encrypted to help ensure the protection of the information. These practices are in accordance with the NHS Information Governance policies and standards. Abbott also uses other electronic systems, e.g. for Abbott nurses performing home visits to make patient information available to them or to collect data relating to the visit which may include clinical information. Such systems use strong authentication methods with strong encryption and protection of data along with specific security awareness training for the users of such systems.

What rights do I have in relation to the Personal Information that Abbott holds about me or the patient registered?

You can contact Hospital2Home as specified below to amend or correct patient or carer details. Any data subject access request under the Data Protection Act (2018) must be made by that individual (or, for minors, by their parent or guardian) by writing to Abbott at the address specified below and clearly stating for attention of the Data Protection Officer.

As an outline of the data subject access rights detailed within the Data Protection Act 2018:

Access: The individual has the right to see the personal Information we hold on them.

Correction: The individual has the right to correct any Personal information that we hold about them where it is inaccurate.

Deletion: In certain circumstances, the individual has the right to ask us to delete their Personal Information that we hold. Where we have collected their Personal Information on the basis of their opt-in consent, they may ask us to delete this personal Information from our records.

Other rights: In certain circumstances, the individual has the right to object to Abbott's processing of, or restrict processing of, their Personal Information. they may also have the right to receive a copy of their data in a structured, machine-readable format.

The individual may also complain to the UK Information Commissioner's Office (ICO) who is responsible for making sure that organisations comply with the UK data protection laws.

How long will Abbott store Personal Information?

In general, Abbott will only store your Personal Information including any of your rights for as long as it is needed to fulfil the purposes for which it was collected, subject to applicable data retention periods imposed upon Abbott by applicable law; with medical related information this is typically 20 years.

Contact us

Abbott Laboratories Ltd, Abbott House, Vanwall Business Park, Vanwall Road, Maidenhead, Berkshire SL6 4XE.

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Date of preparation May 2018