



Sciensus Intouch app privacy notice

This privacy notice relates to the Sciensus Intouch app provided by Sciensus Pharma Services Limited (SPSL). This notice will explain how we will use the information you provide to Sciensus, along with your rights, our reasons for requesting it and who will have access to it.

We make changes to the Privacy Notice from time to time. Any changes we may make will be posted on this page, so please check back frequently.

The main SPSL patient privacy notice provides you with additional information about how we use your patient data more generally and can be found on our [website](#).

At the bottom of this notice, we will ask you to confirm you have read and understood the privacy notice. The privacy notice is available to read via the settings folder within the App once logged on. These are the terms which apply and shall be incorporated into our contract with you.

The App experience / data analytics tool used to track your usage of this App forms part of this notice. You will be asked to opt into these Terms but do not need to accept them to access our App at the bottom of this page. Please note, we recommend you opt into the analytics terms to allow Sciensus to better support you with app usage.

We do not carry out automated decision making or make a significant decision based solely on automated processing unless that decision is required or authorised by law.

The Sciensus Intouch Services

The Sciensus Intouch platform provides Sciensus Pharma Services Limited patients with functionality that helps them to manage their treatment and interactions with Sciensus Pharma Services Limited. For example, viewing information about your treatment or obtaining useful information relevant to your condition. These can be viewed by following links embedded into the App.

Logging On

Sciensus Intouch always require you to enter a strong password. The app will lock after a period of inactivity which can be unlocked with a PIN if you have set one unless you have logged out.

When you first log into the Intouch App, you will be prompted to answer the following question: "How motivated are you to set or work towards goals to better manage your health". The responses to this question tailors what you will see in the App. For example: if you don't feel motivated at all, you might see more links to websites and articles to support your condition compared to if you select, "I've already set and working towards goals".

Sciensus Intouch messaging

Sciensus Pharma Services Limited live chat enables you as the patient to chat in real time with one of our customer services representatives. To view our Privacy Notice for your use of the Live Chat service please click <https://www.sciensus.com/live-chat/>

Sciensus Intouch notifications

Where applicable, you will have control when setting up and stopping notifications for medication reminders. All notifications can be enabled or disabled through the configuration settings of a supported device. Sciensus Intouch will request your permission to enable notifications on first use and this choice will be maintained until you modify it or uninstall the application from the device.

What information we collect about you and how it is used

We only collect the minimum information from you that is necessary to provide the service and those different types of data are explained below.

We will collect information about you when you go through the onboarding process. As part of this process, we will use a questionnaire to better understand your preference on how we interact with you as part of your treatment. We will use this to provide you with the most appropriate health information.

We'll also collect information about your health, including mental and physical wellbeing, how you are feeling and whether you are keeping up with your medication. We will use a voluntary questionnaire to capture this information. We will use this to tailor our support to you and will enable us to improve our service offering to patients.

We won't share your personal data with anyone unless we have a lawful ground to process such information.


We may analysis your response and share or publish trends based on aggregate data, but this will be anonymous and will not identify you.

For further information on who we share your personal information with, please visit our patient privacy notice which will provide you with additional information.

Categories of information	Data collected	Our Lawful Grounds
Personal Data		
Device ID	When you download the App a Device ID will be created on your device. It will not directly identify you but will enable us to improve your future experience	This is necessary to improve our service offering to patients
Medicine Management question	Your response to the question, linked to your patient record. Will include information about your condition and lifestyle.	This is necessary for the provision of healthcare or treatment and for the performance of a contract to which you are a party
Medicine taken	Information you give us about when you take your medication, in response to reminders you setup.	This is necessary for the provision of healthcare or treatment and for the performance of a contract to which you are a party

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Sciensus Pharma Services Limited registered in England No. 2759609
 Registered office: 107 Station Street, Burton on Trent, Staffordshire, DE14 1SZ, UK.
 VAT Registration No. 873342418.
 Please note that calls to Sciensus may be recorded for quality assurance and training purposes.

Sciensus and  logo are registered trademarks.

Goal Question	We will ask if you want to set a goal, linked to your patient record and we will use this information to prompt you in line with the parameters you have set.	This is necessary for the provision of healthcare or treatment and for the performance of a contract to which you are a party
Health Information	When you complete voluntary questionnaires & surveys via the App	This is necessary to improve our service offering to patients, however is voluntary. To enable us to provide Healthcare or treatment on behalf of the referring establishment/centre.

Where this data is stored and processed

We only store and process your personal data within the UK and European Economic Area (EEA) for the processing of this App as detailed above.

As part of you reading and understanding the analytics notice if you have ticked to confirm you accept Google Analytics for Firebase operating on this App, please be aware that the ID attached to your device is personally identifiable data as it identifies your device. This analytics data may be stored within the UK, EEA and/or internationally and is anonymised data and cannot be used to identify you.

The data that we hold on you forms part of your master patient record which is held on our secure Microsoft platform in the United Kingdom. The data that is held on the App is extracted from our secure systems to enable you to interface on the App. Our data is protected and encrypted in storage and in transit using externally verified best practice security technology, including but not limited to, firewalls, SSL and encryption

How long we keep your information for

We will only hold your information for as long as it is needed to able us to provide a service to you and in line with our retention schedule, which is aligned with the NHS Code of Practice and other Legal & Regulatory guidance.

We may keep an anonymised form of your personal data, which will no longer identify you, for statistical, research and analysis

Your Rights

Data Protection laws provide a number of rights to you. These rights and instructions on how to access these rights can be found in our main [patient privacy notice](#).

Points of contact for queries

Should you have any queries or complaints in relation to the use of your personal data within Sciensus Intouch please contact our Data Protection Office / Information Governance and Security team at DPO@sciensus.com or by contacting our Freephone number on 0800 917 4980.

If you find any problems with the service or would like to provide feedback you can do so via the feedback survey withing the service or via email at connectedPTApp@sciensus.com We endeavour to respond to all feedback within 10 business days or sooner.

This service is only intended to be used by patients directly receiving a service from us who are over the age of 17. If you believe that a child or someone who should not be using the service has accessed and/or provided data through it, you must report this at DPO@sciensus.com.

We ask that you try to resolve any issues with us first, although you have a right to lodge a complaint with the Information Commissioner's Office (ICO) at any time about our processing of your personal information.

The ICO is the UK regulator for data protection and upholds information rights. [Contact the ICO](#)