

## Sanus Cor Ltd PRIVACY NOTICE

Updated January 12<sup>th</sup>, 2026

### 1. Introduction

Sanus Cor Ltd is committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how we collect, use, store, and protect personal information in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and NHS governance standards.

**This notice is a simplified overview of our data protection approach. Our full internal policy includes additional operational detail for staff and contractors.**

We are the **Data Controller** for the personal data we **process**.

### 2. What Personal Data We Collect

We may collect and process the following categories of personal data:

- Contact details (name, email address, phone number)
- Demographic information
- Health-related information where required for service delivery
- Information provided through enquiries, referrals, or service interactions
- Professional details for contractors, staff, and applicants

### 3. How We Use Your Personal Data

We process personal data to:

- Deliver healthcare and operational services
- Meet contractual and legal obligations
- Manage enquiries and communication
- Ensure quality, safety, and regulatory compliance
- Support service planning and improvement

We only process personal data where we have a lawful basis, including consent, contractual necessity, legal obligation, vital interests, public task, or legitimate interests.

#### 4. How We Share Your Information

We may share personal data with trusted third parties where necessary, including:

- NHS Trusts and commissioning bodies
- Regulatory authorities (e.g., CQC, HMRC, ICO)
- IT, HR, and administrative service providers
- Legal and professional advisors

All third-party partners are required to comply with data protection law and maintain appropriate safeguards.

#### 5. Data Security

We take data security seriously and use a range of technical and organisational measures to protect your information, including:

- Role-based access controls
- Encryption and secure cloud storage
- Multi-factor authentication
- Regular audits and staff training

#### 6. Data Retention

We retain personal data only for as long as necessary and in accordance with:

- The NHS Records Management Code of Practice
- Our internal retention schedules
- Applicable legal and regulatory requirements

When data is no longer required, it is securely deleted or anonymised.

#### 7. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction or deletion
- Restrict or object to processing
- Request data portability
- Withdraw consent (where applicable)
- Lodge a complaint with the Information Commissioner's Office (ICO)

## 8. Cookie Notice

### 8.1 Introduction

Sanus Cor Ltd uses cookies and similar technologies to ensure our website functions correctly, to improve user experience, and to help us understand how our site is used.

This section explains what cookies are, how we use them, and how you can manage your preferences.

### 8.2 What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites recognise your device and store information about your preferences or past actions.

Cookies may be:

- **Essential** – required for the website to function
- **Analytics/Performance** – help us understand how visitors use the site
- **Functionality** – remember your preferences
- **Third-party** – set by external services embedded in our site

Sanus Cor Ltd does **not** use cookies for advertising or profiling.

### 8.3 Cookies We Use

#### Essential Cookies

These cookies are necessary for the website to operate and cannot be switched off. They include:

- Security and session management
- Load balancing
- Accessibility features

#### Analytics Cookies

We may use privacy-friendly analytics tools to understand how visitors use our website. These cookies help us improve site performance and user experience.

Analytics cookies are only used with your consent.

#### 8.4 Third-Party Cookies

Some pages may include content from third-party providers (e.g., embedded forms, maps, or scheduling tools). These providers may set their own cookies.

We recommend reviewing their privacy notices for more information.

#### 8.5 Managing Your Cookie Preferences

When you first visit our website, you will be asked to set your cookie preferences. You can:

- Accept all cookies
- Reject non-essential cookies
- Change your settings at any time

Most web browsers also allow you to block or delete cookies through their settings.

#### 8.6 Updates to This Cookie Notice

We may update this Cookie Notice periodically to reflect changes in technology, legislation, or our practices. The latest version will always be available on our website.

### 9. How to Contact Us

If you have questions about this Privacy Notice or wish to exercise your data protection rights, please contact:

**Data Protection Officer** Sanus Cor Ltd Email: [info@sanuscort.co.uk](mailto:info@sanuscort.co.uk) Phone: +44 20 3002 5950

### 10. Updates to This Privacy Notice

We may update this Privacy Notice periodically to reflect changes in legislation or our practices. The latest version will always be available on our website.