

# Data Protection & Privacy Policy

## Version 2

Tissue & Cell Technologies Limited

13th July 2020

This document describes Tissue & Cell Technologies' data protection policy across its various services.

## 1 The Data Protection Officer

The current data protection officer (DPO) at Tissue & Cell Technologies is:

Ben Oliver

They can be reached at:

[dpo@tissueandcelltechnologies.com](mailto:dpo@tissueandcelltechnologies.com)

+44 (0)114 383 0858 ext 101

Tissue & Cell Technologies Ltd  
The Innovation Centre  
217 Portobello  
Sheffield  
S1 4DP

## 2 The Tissue & Cell Technologies Website, [tissueandcelltechnologies.com](https://tissueandcelltechnologies.com)

Tissue & Cell Technologies does not use its website to gather or store personal data on its visitors.

No data is collected for analytics purposes.

### **3 The Tissue & Cell Technologies Customer Portal**

The Tissue & Cell Technologies Customer Portal logs all IP address visits to its web page. No other personal data is collected from users.

IP activity can be requested by contacting the DPO. Information will be provided on condition that you can supply evidence you are a user of the address.

Usage of the Portal application is monitored. The following activities are logged:

- Logging in
- Logging out
- Downloading documents
- Booking and editing operations
- Cancelling operations

The usage data of these features are linked to your username on the Tissue & Cell Technologies Portal. Usage data can be requested from the DPO. This usage data cannot be deleted, as it provides important traceability data with regards to the release process of human tissue.

#### **3.1 Notifications**

The Portal generates automatic email notifications for customers only when an order is placed or amended. These do not include any marketing material. If you wish to unsubscribe from these, click the link in the emails, or contact the DPO using the email you wish to remove from notifications.

### **4 Patient Information**

Tissue & Cell Technologies stores patient information as part of its legal requirement to do so under the Human Tissue Act. This data is stored internally and a limited amount is supplied to the patient's clinicians via the Tissue & Cell Technologies Customer Portal.

If you are a patient that has used a Tissue & Cell Technologies service, you have a right to request a copy of the data Tissue & Cell Technologies holds on you. Please contact the DPO to do so. You will be asked to prove your identity, which may involve having to go through your clinician for verification. There is no charge for this service.

Requests to delete patient information will be denied as the terms of the Human Tissue Act prevent us from doing so.

## **5 Communications**

### **5.1 Telephone**

We store the following information about phone calls indefinitely:

- Caller Number
- Recipient Number
- Call duration
- Date and time of call

These are sometimes deleted at Tissue & Cell Technologies' discretion. Any information held regarding your number can be requested from the DPO. You can also request a call log be deleted by the DPO. In the case of an email request for information, you may receive a call back from Tissue & Cell Technologies to confirm your identity.

### **5.2 Email**

Emailing Tissue & Cell Technologies and Tissue & Cell Technologies employees will never result in your data being used for marketing or being passed on to third parties.

Some Tissue & Cell Technologies employees may store incoming mail, but by default no mail is made centrally available, and email data is not accessible between users internally, including the DPO.

## **6 CRM**

Tissue & Cell Technologies operates a Customer Relationship Management system (CRM). This is a shared database of contacts used internally at Tissue & Cell Technologies. Some emails may be logged into these shared databases for future reference. We also store the following metadata on people we communicate with:

- Email address
- Name
- Address
- Phone Number
- Notes

You have the right to request a copy of the data relevant to you that may be stored in our CRM. You also have the right to be removed from the CRM. Please contact the DPO in either case.

Please note that removal from the CRM does not remove all prior communications from Tissue & Cell Technologies and does not exclude you from communications with employees.

Information stored in the CRM will not be used for marketing purposes and will not be passed on to third parties.

Tissue & Cell Technologies does not undertake CRM-wide email activity.

## **7 Conclusion**

We take data safety seriously at Tissue & Cell Technologies and strive to protect the privacy of our patients, customers and suppliers. If you are unclear about anything you have read in the document, please contact the DPO for more information.