

PRIVACY STATEMENT FOR PATIENTS OF AIR LIQUIDE HEALTHCARE IRELAND LTD

Respect for privacy and use of personal data

The privacy and the security of your information is very important to us. Air Liquide's policy is to respect and protect the privacy of our service users and customers. Your Healthcare Professional has shared your personal information with Air Liquide in order to provide a contractual healthcare service to you. Air Liquide will not voluntarily disclose individually identifiable information about you to anyone, unless there is a lawful or contractual requirement for us to do so. We will never forward your personal data on to third parties for direct marketing purposes.

Why we hold and process your data

Air Liquide requires your personal data in order to provide medical equipment in accordance with the instruction of your Healthcare Professional.

We only request, store and process the minimum amount of personal information necessary for carrying out the service and enabling us to deliver medical prescribed drug(s) and/or medical devices/therapy[s] as ordered by your Healthcare Professional

This may include, for example, name, address, including postal code, date of birth, next of kin, a contact telephone number[s] etc. Please note that this list is not exhaustive.

Legal basis for treatment of data

Air Liquide Healthcare Ireland delivers medical treatments via medical devices and/or medical oxygen provision.

The service provision is carried out on the instructions of the patients HCP (Healthcare Professional).

As Air Liquide Healthcare Ireland Limited [ALHI] carry out the service provision on behalf of an HCP and it is considered in the patient's best interest.

This data is initially disclosed to ALHI by your HCP and we are legally required to hold this data as part of traceability regulatory requirements for prescription medicines and medical devices.

ALHI consider consent to be obtained on this basis via your HCP.

ALHI will hold pertinent data for a period of 30 years after service ceases due to legal and regulatory requirements.

Procedure for collecting your personal data

Service User personal data may be collected in a variety of different ways including:

- Directly from you (whether in writing or verbally)
- Healthcare Professionals and/or Healthcare authorities responsible for, or involved in, the supply of your medical therapy
- Any representative or next of kin involved in your care

Your personal data is held securely with appropriate access controls in accordance with the Data Protection requirements. Statutory and Contractual retention periods apply in all instances. Further information relating to retention periods can be obtained from the company's Data Protection Officer.

It is important that your personal data is kept up to date

Air Liquide will take all reasonable steps to ensure your personal data is complete, accurate and kept up to date. However, it is also your responsibility to update the company with immediate effect should any of your personal information/data change. The consequence of not providing up to date information could result in error and inaccuracies which could be detrimental to both you as the service user, and Air Liquide.

Sharing of your personal data

As mentioned above, we will not voluntarily disclose your personal data to any third party unless there is a lawful or contractual requirement for us to do so.

Due to the nature of our service, we will share your personal information and any associated device usage data in order to deliver our company contractual obligations, where applicable, with organisations that are fully compliant with Air Liquide's Data Policies, and on request from your Healthcare Professional and/or Healthcare Authorities for updated information.

Your data will be shared with:

- Healthcare Practitioner(s)
- Air Liquide Healthcare Ltd (solely for any payments that may be due to you eg overpayment of service)
- Air Liquide Group (only applicable to those who choose to exercise their rights as stated below)

Air Liquide will not share your personal data with a third country or international organisation.

Your Data Subject Access rights

Right of Access

Under the General Data Protection Act (GDPR) you, as a service user, have the right to know how your data is being processed and also the right to access your personal data.

Under normal circumstances Air Liquide has 30 calendar days to provide this necessary information, free of charge. However, if your request is deemed excessive this may be extended for up to an additional 60 calendar days. Should you require more than one copy of the information, a small administrative fee may be invoked, at the discretion of the Data Protection Officer.

Other rights under GDPR

You may also have other rights (where applicable), for example, the right to have any incorrect or incomplete data corrected, the right to object to processing, the right to restrict processing activities and the right to erasure of your personal data. However, it should be noted that your right is not absolute and will only apply in certain circumstances. If you wish to lodge a complaint regarding how your data is stored or processed please contact the company's Data Protection Officer (details below).

For further information on all your data subject rights, or if you are not satisfied with how a complaint has been dealt with, please refer to the Data Protection Commissioner's website

Republic of Ireland: <https://dataprotection.ie>

Northern Ireland: <https://ico.org.uk/about-the-ico/who-we-are/northern-ireland-office>

Where you have given consent for Air Liquide to share your data with a third party or for us to process your data in a certain way, you have the right to withdraw this consent at any time.

All applicant requests relating to your rights under the GDPR should be directed to the Air Liquide Data Protection Officer.

DPO

Alison Dunne - Alison.Dunne@airliquide.ie

Privacy Statement Modifications

Air Liquide Healthcare Ltd have the right to modify or update this Privacy Statement at any time. Such updates will also be flagged on the website homepage. All such modifications and updates are applicable as soon as they are made