

Privacy Policy



QuAI health take your privacy seriously, the information you provide will only be used in accordance with this privacy policy.

This privacy policy explains how we handle the personal information you provide to us when you use the QuAI App and/or Portal for the provision of drug testing services. It is supported by shorter privacy statements available within the App and Portal to be shared during the collection process.

If you have any questions regarding this policy please contact us by email info@quaihealth.com or by post at 77 Heyford Park, Heyford Innovation Centre, OX25 5HD.

Who are we?

Biologic Solutions Ltd, trading as QuAI health, is a registered company in England and Wales: Company Number 14243699. Our office address is: 77 Heyford Park, Heyford Innovation Centre, OX25 5HD. We are registered with the ICO (ZB751909) and our Data Protection Officer is Claire George. You can contact the DPO with any queries or concerns using the contact details above.

QuAI health provide drug and alcohol testing services and associated electronic data management via the QuAI App and Portal.

Definitions

Customer: the organization who have engaged us to provide drug testing services to them and instruct us to process their employee or contractor personal data on their behalf.

Collector: the individual who collects samples from our Customer's employees or contractors.

Sample donor: the individual providing a sample to be tested for drugs and/or alcohol.

Our Role as a Data Processor

For the purposes of data protection law, QuAI health is a Data Processor, which means we process data on behalf of our Customers. Our Customer remains the Data Controller for personal data we process in providing drug and alcohol testing services. They trust us to process data about you, their employees and contractors, to a legally defensible standard. We can only process personal data in accordance with their instructions and their purposes.

Who is the Data Controller?

The Data Controller is the organisation that engaged QuAI Health to provide drug testing services to them for their employees and contractors.

The data controller determined the purposes for which your personal data will be processed, and we provide drug and alcohol testing services to support them in achieving their objectives. We need to process personal data as instructed by them for the duration of our contract with them, and an agreed period thereafter to meet legal requirements.

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What information do we ask you to submit when you use our service?

If you are a customer or collector we will ask you to provide your name (forename and surname), email address, and the access password we provide to you.

If you are a sample donor then we also ask you to submit your date of birth, employee ID, job title, confirmation of your identity which may include your works ID, a passport number, National Insurance number or other work scheme such as sentinel number, and details of current medication (optional).

We will also collect the reason for the test, the geographical location where the collection has been performed, as well as information generated from any on-site testing performed e.g. breath test, drug test.

Your signature will be collected as part of the consent to the testing process.

Who is responsible for the information QuAI health collect?

Your employer or the organisation requesting your test are the data controller for the purposes of data protection law and you should direct any questions you have relating to your data protection rights to them. QuAI health provide drug and alcohol testing services and only collect the information necessary to provide this service.

How does your personal information get used by QuAI health?

Your information is used to provide a drug and alcohol testing service which meets legally defensible testing standards.

What justification do we rely on to process your personal data?

You employer or the organisation requesting your test will have determined the legal basis on which they are relying to undertake drug and alcohol testing in the workplace, and QuAI health will process your personal data in line with this as instructed by our Customers. The legal bases relied on are:

- Public Sector Employers: Article 6(e) Public Interest
- Private Sector Employers: Article 6(f) Legitimate Interests
- Special Category Data is covered for both sets of Employers by Article 9 (b): Employment, social security and social protection law and Part 1 of Schedule 1 to the Data Protection Act 2018 which relates to employer health and safety obligations.

Does QuAI health share personal information with third parties?

We will only share information if we are asked to do so by the data controller. This information will be limited to that needed to provide the service, for example provision of information to Sentinel if you work in the UK rail industry or where a review has been requested by a Medical Review officer.

We use a third-party software development partner to provide the QuAI App and Portal. Their team do not routinely access record-level data, they provide maintenance and support to keep the service running smoothly. We have confidentiality agreements in place and their team are

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aware of their responsibilities to keep the data secure and process it in line with data protection law.

How long do we store your data?

Information will be deleted after 7 years unless there is a legal obligation to retain your information for longer, in which case it will be stored in accordance with the legal requirement.

Will my data be transferred outside of the UK or European Economic area?

Your personal information in the UK and European Economic Area (EEA) is protected by data protection laws. The EEA covers all countries in the EU plus Norway, Liechtenstein and Iceland. QuAI health will not store or transfer your data outside of the UK and EEA.

Your rights

With regards to the information that you submit to us when using our service, we undertake to ensure that clear information will be provided regarding the collection process so you understand what you are consenting to (i.e. the collection of a sample and subsequent testing for drugs and / or alcohol) and how the information provided will be processed.

If you have any questions relating to your data protection rights, please contact the organisation requesting the test (data controller).

If you wish to access a copy of your personal data, please contact the organisation requesting the test (data controller). QuAI health can provide a copy of an individual's test result certificate on request. Please contact us via email: info@quaihealth.com

If any of the information you provide during the sample collection process requires correction or you wish to request that it is deleted, or that processing is restricted please make the request directly to the organisation requesting the test. Any requests we receive from you that relate to such personal information will be referred to the organisation requesting the test.

Further information about your rights can also be obtained from the Information Commissioner's Officer, or your local Citizens Advice Bureau. If you have any cause for complaint about our use of your personal data, you have a right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, so please contact us first using the contact details provided at the beginning of this policy.

Tracking the usage of the QuAI health App and Portal

The QuAI health App and Portal rely on web cookies for some of its functionality, and by accessing our services at app.quaihealth.com you accept the use of these services.

The cookies used by the App and Portal are listed below

- JSESSIONID: NewRelic - used for technical performance monitoring
- Ssess[alphanumeric code]: QuAI App/Portal log-in cookie, used to identify your user session

You cannot use the QuAI health App and Portal without accepting these strictly essential cookies. We do not use any non-essential cookies for tracking purposes.

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Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

We keep our Privacy Policy under regular review. This Privacy Policy was last updated on 1st October 2024.