

PRIVACY NOTICE FOR PROVIDERS

(To read together with International SOS general [Privacy Notice](#))

Dated: 15 November 2018



The International SOS Group of Companies includes companies in over 90 countries. To provide our services we rely on close cooperation with other service providers. We have built a global network of accredited healthcare, aviation and security providers ensuring that we provide our clients with the best logistics in the air, on the ground and at sea.

To maintain the quality of our network, we ask all providers to abide by our [Code of Conduct and Ethics](#). We also regularly ask them to provide us with information to maintain their accredited status. Some of this information will include personal data which is protected under data protection regulation of the country the provider is established in.

In our general [Privacy Notice](#), we make a commitment to protect personal data and individuals' privacy and explain how we protect the rights and freedoms of individual data subjects. Please read our general privacy notice for details such as of how to make subject access requests or resolve disputes concerning personal data.

This provider-specific privacy notice describes in more detail what personal data we collect from providers we work with and why and how we use and safeguard that information.

DATA WE COLLECT AND WHY

We collect information relating to providers, some of which may include Personal Information of the provider or their representative(s). The information is required to accredit providers, to provide patient referral to suitable hospitals or individual doctors, secure appointments with subsequent sharing of the provider's publically available information such as contact details, address, opening hours and speciality.

Information is collected and regularly updated by means of calls, emails, and desktop or onsite evaluation.

Data Fields	Purpose
Fees	Provides an indication of the fees charged by a provider to establish reasonable cost.
Client Specific information	Information contractually required for specific clients and/or internal program to support Operational Service Delivery.
License Number	To ensure a provider is duly licensed, having a valid license. For a license to be legal, it should include a provider's name and license number. Recording this in our system confirms this was checked.
Issuing Organisation	To confirm the license was issued by the Licensing body responsible for issuing licenses within the given country.
Issuing Year	Year of issue has impact on expiry date (system logic reliant on this).
License Copy (Attachment)	A provider is required to have a valid license in accordance to the local laws and regulations in the location they operate. Due diligence to clients / members to ensure doctors used is duly licensed to practice.
Individual's CV	Provide a summary of a providers working history, qualification etc. (not-mandatory).
Malpractice Insurance	Medical facilities are required to have malpractice insurance cover when it is required by the laws of the country they practice in. It is our due diligence to our clients to check this malpractice insurance coverage.
Medical Education Certificate	Confirmation of provider medical training to ensure the provider has the right qualification as per his medical speciality.

HOW WE STORE AND PROTECT PERSONAL DATA

International SOS has published the [Information Security](#) and [Data Protection](#) Policies which set out the details of the technical and organisational measures we implement to protect Personal Data and the principles we are committed to: <https://www.internationalsos.com/privacy>

Dedicated Global Assistance Network (GAN) and Provider Network Support (PNS) staff is responsible for managing our relationship with providers and to collect and maintain provider data in a secure system where it can be access by our authorised staff globally, in accordance with our policies. We have use role-based-access controls to ensure information is available to relevant staff to read-only, edit or approve as required.

We encrypt data in transit and at rest. Any hard-copies are stored in locked cabinets in the office that originally received them.

We only keep Personal Data as long as required to fulfill the purpose they were originally collected for. Thereafter, they are securely destroyed in line with our [Data Retention, Archiving and Destruction Policy](#).

SHARING OF PERSONAL DATA

We do not sell personal information in any circumstances and our business model does not rely on such action.

Provider information is made available to our authorised staff globally to provide patient referrals to suitable hospitals, individual doctors, and secure appointments with subsequent sharing of the provider's publically available information such as contact details, address, opening hours and speciality.

Provider information, often including personal data, will be accessible by other companies within the International SOS Group and to third-parties supporting our service delivery in compliance with data protection legislation, our policies and additional confidentiality and security measures. If you require a list of our third party data processors, please contact dpo@internationalsos.com.

Subject to applicable law, we may transfer your personal information to Government authorities, agencies and institutions, but ONLY as required or allowed by applicable contract provisions or requirements.

Data Fields	Purpose
First Name	Provider/representative identification.
Last Name	Provider/representative identification.
Clinic Name	Provider/representative identification.
Gender	To facilitate referral to male or female.
Physical Address (geo-location)	To direct referred patients.
Mailing Address	For mail correspondence with provider.
Contact Name	The name(s) of the person(s) to contact for different aspects such as relationship management, billing matters, placement of guarantee of payment, medical updates
Phone Number	Required to make contact with the different contact persons / provider, schedule appointments and refer patients.
Email Address	For written correspondence with providers, to request credentialing documentation, medical reports, send remittance advice, share educational materials and other relevant information.
Contact Type	To identify the correct person to contact for appointments, general management, finance, medical updates, operational matters etc.
GOP Acceptance	Required for assistance, by operations who need to know if a provider accepts our guarantee of payment should they need to place one on behalf of a member.
Payment Mode	To capture the mode of payment a provider agreed to.
Bank Details (Name, Account Number, Bank / Branch Name etc.)	To pay a provider in accordance to acceptable accounting practices and within the remit of local tax and other legislation. A master data form is used to obtain the banking information from providers.
Provider Specialties	To provide an overview of the provider's scope of services / capabilities in order to select the relevant provider or refer members to the correct provider offering the speciality needed. (together with assessment details).
Pricing Agreements	Reflect the pricing negotiated / agreed with providers.