



How Does Sensely UK **Collect** my Information?

Sensely UK collects information about who you are and your health. We collect this directly from you when you use Ask NHS (the “App”). We also link your information to identifiers from your healthcare providers – like your NHS Number.

Click [here](#) for more detail.



How Does Sensely UK **Use** my Information?

Sensely UK will use your information to provide the services of the App, like the symptom checker and making an appointment with your GP.

Click [here](#) for more detail.



How Else Does Sensely UK **Use** My Information?

Sensely UK will use your information to check the quality and safety of its products and services.

Click [here](#) for more detail.



Who Does Sensely UK **Share** My Information With?

Sensely UK shares your information with members or our team and your health care providers.

We use other organisations to provide us with services such as information technology and audit. We always make sure they keep your information safe.

Click [here](#) for more detail.



Will Sensely UK **Share** without Asking Me?

Sensely UK might be required by law to share your information, but only in very specific circumstances.

Click [here](#) for more detail.



What are my Information Rights?

Data protection law provides you with a number of rights that Sensely UK is committed to supporting you with.

The right to;

- Request a copy of your information
- Object or withdraw consent
- Right to correct information that is incorrect
- Make a complaint or take action
- Have your information ported to a different provider

Click [here](#) for more detail.



Does Sensely UK Use Profiling or Automated Decision Making?

Sensely UK does use automated technology but the decision about how to proceed within the App is made by you. Some profiling takes place, for which more detail can be found [here](#).



How Does Sensely UK Protect My Information?

Sensely UK is committed to ensuring the security and confidentiality of your information. We do this through:

Training

Controlling system access

Secure emails and storage

Using the minimum personal data

Contracts with suppliers

Policies

Incident reporting

Secure international transfers

Click [here](#) for more detail.



How Long Does Sensely UK Keep My Information?

We will keep your records for as long as we have your consent and then securely destroy them.

Click [here](#) for more detail.



Does Sensely UK Use My Information for Marketing?

Yes, but only with your consent.