

Privacy Notice: Use of Card Reader in Darwen Healthcare

Purpose of This Notice

This notice explains how we collect, use, and protect your personal data when processing payments using the Clover Flex card reader at Darwen Healthcare.

Who We Are

Darwen Healthcare is the data controller for the personal data processed during payment transactions. Our contact details are provided at the end of this notice.

What Information We Collect

When you make a payment using the Clover Flex terminal, we may collect and process the following personal data:

- Payment card details (processed securely via Clover)
- Payment amount
- Date and time of transaction
- Transaction ID/reference
- Partial card information (e.g., last 4 digits)
- Your name (if linked to the payment method)

How Your Information Is Used

We use this data to:

- Process payments for private medical services, prescriptions, or documents
- Issue receipts (printed or emailed)
- Maintain financial records in line with legal obligations
- Respond to payment queries or disputes

Lawful Basis for Processing

Our lawful basis under the UK GDPR is **Article 6(1)(b)** – processing is necessary for the performance of a contract (i.e., payment for services rendered), and **Article 6(1)(c)** – compliance with a legal obligation (financial record keeping).

Who We Share Your Data With

- **Clover (Fiserv, Inc.):** Our payment service provider. Card data is processed securely and is not stored by us.
- **Accountants:** Where necessary, for financial reporting and compliance.
- **Banks/Payment Processors:** To complete your transaction.

We do not sell or share your data with any third parties for marketing purposes.

Data Security

Your payment information is encrypted and processed securely through the Clover platform. We do not retain full card details. Access to any related records is restricted and protected.

How Long We Keep Your Data

Transaction data is kept for **6 years**, in line with HMRC and NHS financial record-keeping requirements.

Your Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Object to or restrict processing in some cases
- Request erasure of data (subject to legal and regulatory exemptions)

To exercise your rights, please contact the surgery and ask for the Data Protection Officer, Craig Robertson.

If you would like to know more about your rights in respect of the personal data that we hold about you, please use the contact details below:

SIRO:

Ann Neville
Practice Business Manager

Caldicott Guardian/IG Lead:

Dr Mohammed Umer

Data Protection Officer:

Craig Robertson

Complaints

If you are unhappy with how we process your data, you have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**: www.ico.org.uk

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