

Privacy Notice - Health Transportation Group UK Limited (HTG-UK)

Who We Are

Health Transportation Group UK Limited (HTG-UK) provides non-emergency patient transport services on behalf of NHS organisations and other authorised healthcare providers.

We are committed to protecting your personal information and handling it lawfully, fairly and transparently in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Notice explains what information we collect, how we use it, who we share it with and your rights regarding your personal data.

Who is Responsible for Your Information?

Health Transportation Group UK Limited is responsible for processing personal information in connection with the services we provide.

Who is our Data Protection Officer?

Thomas Bussey
Head of IT and Data Intelligence
Health Transportation Group UK Limited
Email: tom.bussey@htg-uk.com

What Information Do We Collect?

We may collect and process the following information about you:

Personal Information

- Name
- Address
- Date of birth
- Telephone number
- Email address
- NHS Number
- Next of kin or emergency contact details

Health Information

To provide safe patient transport, we may receive information relating to:

- Mobility requirements

- Medical conditions relevant to transport
- Risk assessments
- Specialist transport requirements
- Appointment information

Operational Information

- Booking details
- Journey records
- Pick-up and drop-off locations
- Communication records
- Complaints, compliments and feedback

CCTV Images

Our vehicles may operate CCTV systems for safety, security and incident investigation purposes.

How Do We Obtain Your Information?

We may receive your information from:

- NHS Trusts
- Integrated Care Boards (ICBs)
- GP Practices
- Community Healthcare Services
- Other authorised healthcare providers
- You or your representative directly

Why Do We Use Your Information?

We use your information to:

- Arrange and manage patient transport bookings.
- Deliver safe and effective transport services.
- Communicate with patients regarding appointments and journeys.
- Monitor and improve service quality.
- Investigate incidents, complaints and safeguarding concerns.
- Meet legal, regulatory and contractual obligations.
- Protect the safety of patients, staff and the public.

Our Legal Basis for Processing

Under UK GDPR, the legal bases we rely upon are:

Article 6 UK GDPR

- Article 6(1)(e) – Public task
- Article 6(1)(c) – Legal obligation
- Article 6(1)(f) – Legitimate interests (where appropriate)

Article 9 UK GDPR

As we may process health information, we also rely on:

- Article 9(2)(h) – Health and social care purposes
- Article 9(2)(g) – Reasons of substantial public interest where required

Who Do We Share Your Information With?

We may share information with:

- NHS Trusts
- Integrated Care Boards (ICBs)
- GP Practices
- Community Healthcare Providers
- Emergency Services
- Regulatory Bodies where legally required
- Approved service providers supporting our systems and operations

We only share information where there is a lawful basis to do so and where appropriate safeguards are in place.

Cross-County Patient Transport Services

Where patient journeys require coordination across county boundaries, authorised healthcare professionals and booking teams involved in delivering the Patient Transport Service may have access to relevant booking information necessary to safely arrange and manage transport.

Access is restricted to authorised users with a legitimate operational need and is subject to role-based access controls and audit monitoring.

How Long Do We Keep Information?

We retain information in accordance with:

- NHS Records Management Code of Practice
- Contractual requirements
- Legal and regulatory obligations

Retention periods vary depending on the type of information being processed.

How We Protect Your Information

We take the security of your personal information seriously and implement a range of technical and organisational measures including:

- Access controls
- Role-based permissions
- Audit logging
- Encryption where appropriate
- Cyber security controls
- Staff confidentiality training

Your Rights

Under UK GDPR you have the right to:

- Be informed about how your information is used.
- Request access to your personal information.
- Request correction of inaccurate information.
- Request restriction of processing in certain circumstances.
- Object to certain processing activities.
- Complain about how your information is handled.

Some rights may be limited where exemptions apply under healthcare or legal requirements.

Subject Access Requests

If you would like a copy of the information we hold about you, please contact:

Email: tom.bussey@htg-uk.com

We will respond in accordance with applicable data protection legislation.

Complaints

If you are unhappy with how we have handled your personal information, please contact us first so we can investigate your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO):

<https://www.ico.org.uk>

Telephone: 0303 123 1113

Changes to this Privacy Notice

We may update this Privacy Notice from time to time. The latest version will always be available on our website.

Last Updated: July 2026