

JOBST®



Safeguarding Your Information

As part of your treatment to manage your lymphoedema / chronic oedema, your healthcare professional has recommended you receive a JOBST® compression product. Essity* (T/A BSN medical Limited) is the company in the UK that provides your JOBST compression garment.

To process, manufacture and deliver this compression product, your healthcare professional will need to keep records about you, your health and certain personal data. We know that you value your privacy and the security of the personal information kept about you therefore, you may find it helpful to read this booklet.

Information recorded

It is essential that your JOBST compression product meets your specific needs and this may be a bespoke compression garment that is manufactured to your individual limb measurements. To process, manufacture and deliver this JOBST compression product, there is certain information that may be recorded, such as:

- your name
- your gender
- your date of birth (DOB)
- your address
- your limb measurements

The extent of personal data varies depending on the type of JOBST product ordered (e.g. made-to-measure or off-the-shelf) and on the place of delivery (e.g. to your home address).

Why is my name and DOB required?

Your name and date of birth are recorded with the intention of avoiding errors in processing. This data allows the healthcare professional to ensure they have the right order for the right patient. It is also useful to distinguish between similar orders (e.g. individuals with the same name). Due to the nature of bespoke compression garment orders, queries can arise when processing / manufacturing a JOBST product between the healthcare professional and Essity, as well as between the Essity Customer Service team and the Essity manufacturing facility. Your name and DOB is used to ensure alignment among all parties involved. In addition, your name is printed on the care label within the garment so that you and your healthcare professional, or carer, can easily identify that it is your personal garment.

Sharing your information

To process, manufacture and deliver your JOBST compression product, your personal data will be shared with Essity (the company that supplies the JOBST compression product). Your data will be processed by Essity, and may be shared with external providers, to the extent necessary for the processing, manufacturing, delivery and invoicing of your JOBST compression product. For example, during the processing of an order, the Essity Customer Service team will see your name and DOB (if provided), your home address (if selected as place of delivery) and your limb measurements (in case of a made-to-measure compression garment). Essity uses external providers to provide IT and other services to ensure a seamless and smooth ordering, processing, delivering and invoicing of JOBST product orders. For example, your JOBST order may be placed through JOBST ONLINE which is an online ordering system and this removes the need for a printed JOBST order form with all your measurement details. In addition, your JOBST product may be delivered directly to your home, from the Essity manufacturing facility, by an external provider, chosen by Essity.



Prescription orders

If your JOBST product is being obtained by prescription, this is known as a prescription (or Drug Tariff) order. In this instance, you can decide how to obtain your JOBST product on prescription. You may decide to take your prescription to your local high-street pharmacy. If this is for a bespoke JOBST made-to-measure (or custom-fit) product ensure you have BOTH the prescription and the JOBST order form with all your measurement details, as the pharmacist requires **both** forms.

Alternatively, your healthcare professional may suggest a Dispensing Appliance Contractor (DAC). A DAC is a business that is contracted to the NHS and is able to dispense prescriptions and deliver the products by a postal service to any address specified, such as your home address. JOBST offers a prompt and hassle-free home delivery service of your JOBST garment through JOBST Delivered¹. Your healthcare professional will supply you with instructions and a freepost envelope. You can then post your prescription AND your JOBST order form with all your measurement details (for a made-to-measure order) to JOBST Delivered. These forms will need to be posted to the address below:

JOBST Delivered, FREEPOST, Units C5 & C6,
Hortonwood 10, Telford, Shropshire, TF1 7ES



If your prescription has been sent electronically to JOBST Delivered (NuCare), please ensure that you still send your JOBST order form containing your measuring details to JOBST Delivered so that your order can be processed.

After 6 months wear, the material loosens and your JOBST garment may no longer provide the compression, fit or support needed to manage your swelling. Therefore, replacing your garment every 6 months is important. You will need to contact your GP or nurse prescriber to obtain your prescription renewal every 6 months.

What can I expect to receive in the post?

If you have provided your home address, then as per the order details, Essity will deliver your JOBST garment to your home address. Essity may also provide additional information either within your JOBST garment, or by post separate to your delivery, that you may find helpful in either managing your condition or your JOBST garment.

Will my information be used for marketing purposes?

Except as described in the Terms of Use for Customers and the data privacy policy, or permitted by applicable laws, your personal data will not be transferred to third parties and will not be used for promotional and / or other marketing purposes that do not relate to managing your condition or their JOBST product.

Data processor / controller

In accordance with the General Data Protection Regulation - Regulation (EU) 2016/679 ("GDPR") you need to be informed about how your personal data is being used and the whereabouts of your data. The terms '**data controller**' and '**data processor**' are used and each of these has its own responsibilities. The **data controller** decides why and how

*Essity (T/A BSN medical Limited) together with Essity Group Holding B.V. and its subsidiaries known as "Essity".

¹ JOBST Delivered is operated by NuCare Limited, Units C5 & C6 Hortonwood 10, Telford, Shropshire, TF1 7ES

personal data is processed. As your healthcare professional recommends the treatment for you and orders any products you require, in this instance the 'data controller' is your healthcare professional. The **data processor** processes personal data only on behalf of the controller and is usually a third party, external to the organisation. If your healthcare professional chooses to order a JOBST product, Essity is the data processor in this instance.

Your consent

As the data controller, your healthcare professional needs to collect your personal data and is obliged to obtain your consent. This may be in the form of written consent and your healthcare professional can provide more details.

What are your rights?

GDPR provides you, as '**data subject**', with a number of rights regarding ownership of your personal data

Right to access

- You can request the data controller to confirm that your personal data is being processed, where and for what purpose
- The controller is obliged to provide a copy of your personal data in an electronic format, free of charge

Right to be forgotten

- Entitles you to request the data controller delete your personal data and the right to withdraw your consent

Right to rectification

- You can request that any inaccuracies in your personal data are corrected and incomplete personal data is updated

Right to restriction of processing

- In certain circumstances, you **may** have the right to obtain, from an organisation, restrictions in the processing of your personal data. The respective data will be marked and may only be processed for the consent you have provided

Purpose limitation

- If organisations collect your personal data for a specific purpose, they can use it for another purpose but only if that new purpose is compatible with the original one

Data access and portability

- Organisations have to provide you with more information about how your personal data is processed, and in a clear and easy to understand way

More information

For further information regarding GDPR and your personal data, please speak to your healthcare professional. To view Essity's privacy policy, please visit their website at www.bsnmedical.co.uk or in the case of an online order through JOBST ONLINE, please visit <https://order.jobst.com/uk>. If you have a question for Essity, you can email this to gdp.uk@essity.com.

Essity's address and contact details are:

Essity (T/A BSN medical Limited), PO Box 258, Willerby, Hull, HU10 6WT
Telephone: 01482 670100 Fax: 01482 670111 Customer Service: 0845 122 3600
Email: compression.uk@jobst.com Website: www.bsnmedical.co.uk