

PRIVACY NOTICE FOR PROVIDERS

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

Last updated: 30 March 2021

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](#). 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 assessment.

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 (linked to 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, 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 / Security updates, Operational matters etc.
GOP Acceptance	Required for Assistance, by Operations – 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 Name, Branch Name etc.)	To pay a provider in accordance to acceptable accounting practices and within the remit of local tax and other legislation. Document shared with the provider to record the banking information = Master Data From.
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 specialty needed. (together with assessment details)
Pricing Agreements	Reflect the pricing negotiated / agreed with providers
Fees	Provides an indication of the fees charged by a provider to establish reasonable cost.
Client Specific information	Information required for specific clients (contractual requirements) 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 License number, recording this in SPIN confirms this was checked
Issuing Organization	To confirm the License issuing body – should match the License issuing organization responsible for issuing License in the given country for the respective provider type
Issuing Year	Year of license issuance has impact on expiry date (system logic reliant on this)
License Copy(Attachment)	Providers are required to have a valid License in accordance to the local laws and regulations in the location they operate. Due diligence for 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)
General Liability Insurance / Malpractice Insurance / Professional Liability Insurance	Providers are required to have necessary Insurance cover when it is required by the laws of the country they practice / operate in. It's due diligence for our clients to check the necessary insurance coverage
Education Certificate	Confirmation of provider training (not mandatory by); to ensure the provider has the right qualification, as per the services they render.

HOW WE STORE AND PROTECT PERSONAL DATA

International SOS has published [Information Security](#) and [Data Protection](#) Policies which set out the details of the technical and organizational 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 authorized 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.

**WORLDWIDE REACH.
HUMAN TOUCH.**



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

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.

We may transfer your personal information to Government authorities, agencies and institutions, but ONLY as required or allowed by applicable regulations.