

Data protection policy

1. Introduction

At GGO Med Ltd, we are committed to protecting your personal data in full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018). This notice outlines how we collect, use, store, and protect your personal data when you engage with our services. The UK GDPR, incorporating most provisions of the EU GDPR with post-Brexit modifications, governs data processing within the UK. Currently, an adequacy agreement allows data to flow freely between the UK and the EU without additional safeguards.

What This Means for You

We take data protection seriously. This document explains what information we collect, how we use it, and your rights regarding your personal data when you use our services.

2. Consent

By registering on the Carebit platform and engaging with our services, you consent to the collection, storage, and processing of your personal data as outlined in this notice. This includes your automatic and free enrollment in GGONews, an educational mailing list providing expert content on urology and related health topics. GGONews is strictly educational and non-commercial, and you can opt out at any time via the unsubscribe link in any email.

You may withdraw your consent at any time by contacting us at admin@ggommed.co.uk. However, some data may be retained as required by law.

What This Means for You

To provide you with quality care and valuable educational resources, we collect and process your data with your consent. If you prefer not to receive our GGONews educational updates, you can unsubscribe easily with one click.

3. Details of the Data Controller

GGO Med Ltd is the data controller responsible for processing your personal data.

Data Controller:

- 📍 GGO Med Ltd
- 📍 Address: 68 Ambergate Street, London, England, SE17 3RX
- 📍 Company Number: 11377319
- 📍 ICO Registration Reference: ZA432396

For general data protection inquiries, please contact:

✉️ mrollandinisecretary@ggomed.co.uk

For Carebit platform-related queries:

✉️ Dominic Eden at info@carebit.co

What This Means for You

We are responsible for keeping your data safe. If you have any concerns, you can reach out to us directly.

4. Data We Process

We collect and process the following types of personal data:

Personal Details: Name, contact details, date of birth, gender.

Medical Information: Full medical history, medications, surgeries, allergies, and treatment records.

Emergency Contacts: Next of kin, emergency contacts, GP contact details.

Preferences: Communication preferences (email, SMS, or push notifications), appointment reminders, and GGONews subscription preferences.

All data entered into or retrieved from Carebit is securely transmitted over encrypted SSL connections and stored in an encrypted database with strict access controls.

What This Means for You

We only collect essential information to provide you with the best care and keep you informed. Your data is stored securely and never shared unnecessarily.

5. Purpose of Processing

We process your personal data for the following purposes:

Facilitating Your Treatment – Managing your current and future care, including liaising with other medical professionals involved in your treatment.

Service Evaluation – Using anonymized data to improve the Carebit platform.

Communication – Sending appointment reminders, health-related updates, and educational content.

Educational Mailing List (GGONews) – If you register on Carebit, you will automatically receive our GGONews updates. This mailing list is for educational purposes only, not for marketing. You can opt out at any time.

Legal Compliance – Retaining certain data for legal or regulatory purposes.

What This Means for You

Your data is used only for healthcare-related purposes, not for marketing. If you join our GGONews mailing list, you can unsubscribe anytime.

6. Who We Share Your Data With

Your personal data may be shared only when necessary and always in compliance with data protection laws:

Medical Personnel – Our medical team and finance staff involved in your care.

External Authorities – Regulatory bodies (e.g., GMC), legal authorities (e.g., HMRC, police), and insurers, if legally required.

Mailing List Provider (Beehiiv) – If you register on Carebit, you will automatically receive GGONews, an educational newsletter hosted on Beehiiv. Beehiiv processes your email address and subscription preferences solely for managing and delivering these educational communications. Their data protection notice can be reviewed at <https://www.beehiiv.com/privacy>.

Your data will never be sold or used for commercial marketing, and you can unsubscribe anytime via the link in the emails.

What This Means for You

Your email address is securely processed by Beehiiv, only for delivering educational content. If you ever wish to opt out, it's easy to do so.

7. Data Retention

We retain your personal data for 7 years following your last appointment, in line with medical record-keeping regulations. After this period, your data will be securely deleted, unless legal obligations require further retention.

What This Means for You

Your data is kept only as long as necessary for medical or legal reasons and is then deleted securely.

8. Your Rights

Under UK GDPR, you have the right to:

Access Your Data – Request a copy of your personal data.

Rectify Inaccurate Data – Request corrections if your details are incorrect.

Erase Your Data – Request deletion of your data when no longer needed.

Restrict Processing – Ask us to limit how we use your data.

Withdraw Consent – Opt out of data processing or GGONews at any time.

Lodge a Complaint – File a complaint with the Information Commissioner's Office (ICO) at <https://ico.org.uk>.

What This Means for You

You are in control of your data. If you ever want to access, change, or delete your information, just ask.

9. Data Subject Access Requests (DSAR)

To request access to your personal data, please contact mrollandinisecretary@ggomed.co.uk. We will respond within 30 days, as required by law.

What This Means for You

If you want a copy of your data, just email us.

10. Your Data and Treatment

Providing personal data is not obligatory, but without it, we may be unable to proceed with your treatment.


What This Means for You

We need certain information to provide care. If you withhold key details, treatment may not be possible.

11. Contact Information

For any data protection concerns or to exercise your rights, contact us:

 mrollandinisecretary@ggomed.co.uk

 For Carebit-related matters: info@carebit.co

What This Means for You

You can always reach out to us if you have any concerns about your data.

Last Updated: 31/01/2025

This notice ensures full transparency about how your data is handled and how you can exercise your rights. We are committed to keeping your information safe and secure.