

Privacy Notice

Scottish Independent Adjudication Service (SIAS)



Who we are

The Scottish Independent Adjudication Service (SIAS) provides an independent review service for complaints relating to participating independent healthcare providers in Scotland.

This Privacy Notice explains how SIAS collects, uses and protects your personal information when you contact us or request an independent complaint review.

Information we collect

Depending on the nature of your enquiry, we may collect:

- your name
- contact details (including email address and telephone number)
- details of the complaint you are referring to SIAS
- correspondence between you and the healthcare provider

information relating to your complaint, which may include special category personal data such as health information where relevant to the review.

We ask that you only provide information that is necessary for us to consider your enquiry.

How we use your information

We use your information to:

- assess whether your complaint falls within the SIAS remit
- communicate with you about your enquiry
- conduct an independent review where appropriate
- prepare reports and recommendations arising from that review
- maintain appropriate records of our work
- comply with legal and regulatory obligations.

Lawful basis

We process personal information where it is necessary for the legitimate interests of SIAS in providing an independent complaints review service.

Where special category personal data is processed, this is limited to information necessary for the establishment, exercise or defence of legal claims or for reasons of substantial public interest, where applicable.

Sharing information

We will only share your information where it is necessary to carry out our functions.

This may include:

- the participating healthcare provider concerned
- the appointed Independent Complaints Reviewer
- legal or regulatory authorities where required by law.

We will not sell your personal information or use it for marketing purposes.

How long we keep information

We retain complaint records only for as long as necessary to fulfil the purpose for which they were collected and in accordance with our records management arrangements.

Security

SIAS takes appropriate technical and organisational measures to protect personal information against unauthorised access, loss or misuse.

Your rights

Depending on the circumstances, you may have rights under UK data protection legislation, including the right to:

- request access to your personal information
- request correction of inaccurate information
- request restriction of processing where appropriate
- object to processing in certain circumstances
- lodge a complaint with the Information Commissioner's Office (ICO).

Contact us

If you have any questions about this Privacy Notice or how your information is handled, please contact:

Email: help@siasorg.com