

Accurx - Protecting your Privacy

AccuRx is a specialist platform used to manage communications and information in health care and social care systems. Southend on Sea Borough Council's use of this system is to facilitate secure video consultations with service users.

When you participate in the video consultation service (hosted by Whereby) this is fully secure and compliant with The Data Protection Act 2018, GDPR and DCB0129. A unique URL to the video consultation is generated and the video and audio communication are only visible to participants on the call and transmitted over an encrypted connection. During the consultation participants are visible but no one else can listen in. The information is not recorded or stored on any server. The only data related to the call that may be stored by Whereby is metadata such as an IP address to provide additional context about the way their service is being used.

What data is processed

When an Accurx account is set up the account users name, email address and phone number will be collected and stored under the user account profile information.

In order to provide communication with and about patients and service users Accurx process patient data and healthcare staff data on their secure servers. The patient data typically includes name, identifiers, contact details, demographic data, message content (including documents and patient replies to messages either via secure surveys or two-way messaging) and other application-use related data. This data is only processed when a communication is sent to patients.

In order to provide the service requested by an individual or the organisation the Accurx system will also process information which typically includes role, organisation, contact details, identifiers including gender and date-of-birth, messages, metadata, signatures, login and other application-use related data.

Data discussed in the video consultations may also be updated and stored on your medical record or social care record held by Southend on Sea Borough Council by the professional participating in the consultation this will be kept secure and in line with the appropriate regulations and guidance and kept for the appropriate timeframe in line with record retention requirements.

For more information about AccuRx's privacy policy, visit <https://www accurx.com/privacy-policy>
Please also see the full Southend on Sea Borough Council **Privacy Notice**.