

Qpoint Privacy Policy

What does Qpoint do with my information?

Qpoint collects information about you.

Eg: Name, address, telephone number, email address, details of POCT devices in use.

A record of any communications you have with Qpoint and all the results you submit to the Qpoint EQAS is maintained on our database with your personal details and will be retained for 10 years then destroyed.

Why do we collect information about you?

Accurate information is required to ensure we can contact you and that your EQA samples are sent to the correct person/location.

The results you submit to the Qpoint EQAS are required for comparison to other users of the same device so that we can assess how well your results agree. We keep a record of your communications with us so that we can take appropriate follow up action as required to facilitate our service delivery.

Who else has access to my information?

If you are a healthcare professional sponsored by a manufacturer:

Your name, contact details and device data can be accessed from the Qpoint database by the manufacturer of your POCT device, with whom Qpoint has a signed confidentiality agreement. This will enable the manufacturer to offer assistance if your Qpoint reports indicate that you may have a problem with your POCT device.

Device data that you have submitted to Qpoint may be shared with POCT device manufacturers to facilitate financial calculations or statistical analysis. This data is anonymous and is used by the manufacturers to audit their accounts and improve their products.

Information will also be shared with your nominated Qpoint co-ordinator. If Qpoint has any cause for concern with regard to the results you submit to the EQA Scheme or a failure to improve quality, we are also obliged to give your personal details and Qpoint data record to the National Quality Assurance Advisory Panel (NQAAP) within the UK (see below under "How is my information used?") and any third party to whom you are professionally accountable (eg: Governance lead, Manager, Co-ordinator).

If you are a healthcare professional that does not practice in the UK, the equivalent overseas bodies may be notified.

Personal details and device data may be infrequently accessed by the United Kingdom Accreditation Service (UKAS) who are required to inspect and audit the Qpoint EQA Scheme, and our software writers (dcsI software) who service and support our database. Such employees have a duty to keep any information observed during the course of their work confidential.

Your personal information will not be passed to any other third parties without obtaining your consent.

If you are a home user of the Qpoint EQAS:

Your name, contact details and device data *cannot* be accessed from the Qpoint database by the manufacturer of your POCT device but if your Qpoint reports suggest that you require assistance, Qpoint may pass your information to the manufacturer of your device, with whom Qpoint has a signed confidentiality agreement. This will enable the manufacturer to offer assistance and assure the quality of your test results.

Device data that you have submitted to Qpoint may be shared with POCT device manufacturers to facilitate financial calculations or statistical analysis. This data is anonymous and is used by the manufacturers to audit their accounts and improve their products.

Personal details and device data may be infrequently accessed by the United Kingdom Accreditation Service (UKAS) who are required to inspect and audit the Qpoint EQA Scheme, and our software writers (dcsI software) who service and support our database. Such employees have a duty to keep any information observed during the course of their work confidential.

Your personal information will not be passed to any other third parties without obtaining your consent.

How is my information used?

If you are a healthcare professional:

We will have cause for concern if you fail to respond to repeat red light reports and improve your performance on the scheme, or continually fail to submit results. In such an event your personal details, record of your compliance on the Qpoint EQAS (how frequently you return a result) and what scores you achieve will be shared with the manufacturer of your POCT device, the National Quality Assurance Advisory Panel (NQAAP) within the UK and with any third party to whom you are professionally accountable (eg: Governance lead, Manager, Co-ordinator).

If you are a healthcare professional that does not practice in the UK, the equivalent overseas bodies may be notified.

If you are a home user:

Whenever we have cause for concern, (for example, if you do not seem able to produce good quality results) your personal details and performance record *may* be shared with the manufacturer of your POCT device. This will enable the manufacturer to offer assistance should you require it.

All registered Qpoint participants:

The EQA results submitted from all Qpoint participants will be used anonymously within cohorts of device type to run statistical analyses and

evaluations. These results will be made available within the Qpoint Annual Report and will enable both manufacturers and Qpoint to improve the quality of their products. They will also be used to aid development of professional standards and help assure clinical effectiveness of POCT devices.

What else does Qpoint do with my information?

Qpoint uses your information if it is required to investigate complaints, incidents or legal claims under the terms of this privacy policy.