

## LetterAssist Privacy Policy

Version 2.0 — October 2025

LetterAssist takes the protection of personal information seriously. This Privacy Policy explains how we collect, use, and protect personal information when providing our software and related services to healthcare organisations, professionals, and others. We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and NHS information governance requirements.

### Who are we?

We are LetterAssist Limited. We provide software to enable health and social care teams to manage and analyse clinical documents they receive. We are registered with the UK Information Commissioner's Office (ICO) under registration number ZB726227.

### Who this notice applies to

- Health and care professionals who use LetterAssist in their work.
- Patients whose information may be processed by LetterAssist on behalf of their care provider.
- Prospective buyers from healthcare organisations or third parties.
- User or market research participants.
- Job applicants and prospects.

### Our role and who is responsible for your data

For most activities, LetterAssist acts as a Data Processor for health and care organisations (for example, GP practices) that use our software. Those organisations decide how and why your data is used and are the Data Controller. We process personal data strictly under their instructions and our data processing agreements.

For some activities (such as operating our website, maintaining user accounts, billing, security monitoring, and direct communications), LetterAssist acts as a Data Controller and determines how and why that limited personal data is used.

When acting as a Data Controller, we only process limited business-related information and do not access clinical or patient data for our own purposes.

### Health and care professionals

When you create or are provisioned with a LetterAssist account, we collect: name, NHS email, telephone number, job role, and (if applicable) professional registration number. When you use the platform, we process information linked to your organisation, your role, and activity within the system (for example, log entries and audit trails). We monitor use to ensure compliance with our contracts and acceptable use policy.

## Patients

LetterAssist provides software to health and care organisations involved in your care. When your care provider uses LetterAssist to analyse or manage your clinical documents, they remain the Data Controller. LetterAssist processes your information as a Data Processor under their instructions and in accordance with our contracts with them. Documents and data processed are encrypted in transit and at rest. We do not decide how long your clinical information is retained; your care provider instructs us.

On limited occasions and only with a lawful basis, we may use de-identified data to improve and validate our systems. Where we do so, we implement measures so that the data cannot reasonably be used to identify you.

## Prospective buyers, research participants, and applicants

We may process your name, contact details, organisation, communications with us, and information you provide when exploring LetterAssist. If you take part in research (e.g. interviews or surveys), we process your contact details and any feedback you provide. If you apply for a role, we process your contact details, CV, assessments, feedback, and communications.

## NHS England services we use or may use

- **MESH (Message Exchange for Social Care and Health):** LetterAssist integrates with MESH to securely send and receive health information on behalf of health and care organisations. We act as a Data Processor under the instructions of the Data Controller.
- **GP Connect:** LetterAssist uses GP Connect to securely access structured clinical information where authorised by the patient's registered practice. We act as a Data Processor under their instructions, and all access is role-based, logged, and audited.

As of October 2025, LetterAssist does not use NHS login, NHS Care Identity Authentication, or PDS FHIR API. If this changes, this Privacy Policy will be updated accordingly.

## Our lawful bases

Where LetterAssist acts as a Data Controller, we rely on:

- Contract (UK GDPR Article 6(1)(b)) — to create and manage your account and provide the services you request.
- Legitimate interests (UK GDPR Article 6(1)(f)) — to keep our services secure, improve performance, and communicate with you.

Where we process special category data as a Data Processor, the applicable lawful basis and condition are determined by the Data Controller (for example, Articles 6(1)(e) and 9(2)(h)).

## How long we keep information

We retain data only as long as necessary for the purpose for which it was collected:

- Data processed for healthcare organisations: retained only as instructed by the Data Controller.

- Communications from patients: up to 24 months after our last interaction.
- Prospective buyers and research participants: up to 48 months after last contact.
- Job applicants and prospects: up to 24 months after the recruitment process.
- Platform audit logs (for security and compliance): up to 12 months before secure deletion.

### Who we share information with

We may share information with:

- Health and care organisations that are the Data Controllers.
- Our cloud and service providers under appropriate contracts (e.g. Google Cloud UK, AWS UK, Intruder UK).
- Regulators or authorities when legally required to do so.

### International transfers

Where we or our suppliers transfer personal data outside the UK, we ensure appropriate safeguards are in place (for example, UK adequacy regulations or the UK International Data Transfer Agreement). We aim to store and process data within the UK and EEA wherever feasible.

### Cookies and website analytics

Our website uses only essential cookies required for functionality and security. We do not use cookies for advertising or profiling. Aggregate website usage statistics may be collected via privacy-compliant analytics services hosted in the UK or EEA.

### Security

We apply technical and organisational measures appropriate to the risk, including encryption in transit and at rest, access controls, logging and monitoring, and regular security testing. LetterAssist maintains “Standards Met” compliance on the NHS Data Security and Protection Toolkit and adheres to DCB0129 clinical safety standards.

### Your rights

Your rights under data protection law include: access, rectification, erasure, restriction, portability, and objection. If you are a patient or staff member of an organisation that uses LetterAssist, please contact that organisation (the Data Controller) to exercise your rights. If you contact us directly, we will respond within one month in accordance with UK GDPR Article 12. You also have the right to lodge a complaint with the Information Commissioner’s Office ([www.ico.org.uk](http://www.ico.org.uk)).

### Contact us and Data Protection Officer

Data Protection Officer / IG Lead: Priyantha Kulatilake

Email: [info@letterassist.ai](mailto:info@letterassist.ai)

Postal address: B1 Vantage Park, Old Gloucester Road, Hambrook, Bristol, England, BS16 1GW