

(Updated November 2023)

Civica Medical Billing and Collection Payment Service Privacy Statement

This medical invoice payment service is provided by Civica Medical Billing Collection (MBC), part of Civica UK Limited. MBC have been instructed by your Consultant, Clinician, or Practice to provide you with this service to collect payments on their behalf.

This statement only covers how your personal data is used by MBC to process your payment. For specific details about how your Consultant, Clinician, or Practice processes your personal data please refer to their privacy notice.

How and why your personal data is used

MBC receive your personal data from a Consultant, Clinician, or Practice, or directly from you when you make a payment via the online service, telephone or other payment method.

The MBC payment service processes the following personal data to collect your payment:

- Name
- Address
- Date of birth
- Contact details
- Payment card details (via a third party for online or telephone payments) *

*The MBC service involves the use of a third-party payment portal to complete the payment. This is Cybersource for online payments and KeyIVR and Cybersource for telephone payments.

Cybersource processes the card payment, taking the money from the payee and putting it into our bank account – they are part of Visa and act in the same way as the large credit card service providers.

KeyIVR provide a secure environment for us to transfer a patient who has called us to make a payment, to enter their card payment details without human intervention for your added security. This service uses Cybersource to process the card payment.

Your bank details are processed by the third-party, MBC does not store your payment card details.

How long your personal data is kept

MBC retains your personal data according to the instructions of your Consultant, Clinician, or Practice.

How your personal data is protected

Different layers of security are implemented throughout the application including hardware and application firewalls, intrusion detection systems, and SSL encryption. The MBC application is securely hosted in the UK.

What personal data will be shared

MBC will not disclose your personal data unless required by law to comply with a current judicial proceeding, a court order or legal process served on the MBC application. MBC will not sell your personal data.

Civica operates and provides services from its locations across the globe. As such we may transfer personal information to Civica group locations outside of the UK when we have a business reason to do so. We have Intra-Group Transfer Protocols in place based on Standard Contract Clauses which provide legal safeguards for such transfers, where applicable.

Additionally, in order to support the provision of our services, we may transfer personal data to our third-party service providers outside the UK. We only transfer this data where it is necessary to do so and where a legal safeguard is in place.

Your rights as a data subject

You should contact your Consultant, Clinician, or Practice directly to exercise any of your data subject rights under UK data protection law.

Authorised Third Parties

MBC has been authorised by your Consultant, Clinician, or Practice to use the following third parties in the provision of this service:

- Cybersource - Payment portal for online payments, hosted in the USA
- KeyIVR - Payment portal for telephone payments, hosted in the UK.