

PRIVACY NOTICE FOR PROVIDERS

(To read together with International SOS' [Privacy Notice](#))

Last updated: 25 November 2021

The International SOS Group of Companies includes companies in over 90 countries. To provide our services, we rely on close cooperation with third party providers. We have built a global network of healthcare, aviation and security providers ensuring that we provide our clients with the best logistics in the air, on the ground and at sea.

To maintain the quality of our network, we ask all providers to abide by our [Code of Conduct](#). We also regularly ask them to provide us with information to maintain their status. Some of this information will include Personal Data which is protected under applicable data protection laws.

In our [Privacy Notice](#), we make a commitment to protect Personal Data and individuals' privacy and explain how we protect the rights of individual data subjects. Please read our Privacy Notice for details such as of how to make subject access requests or resolve disputes concerning Personal Data. Please note the Dropdown-Menu on [internationalsos.com/privacy](https://www.internationalsos.com/privacy) with specific Privacy Notices according to the program the Provider has chosen.

This Provider-specific Privacy Notice describes in more detail what Personal Data we collect from providers we work with and why, and how we use, store, share and safeguard that information.

DATA WE COLLECT AND WHY

We collect information relating to providers, some of which may include Personal Information of the Provider or their representative(s). The information is required to validate providers and to furnish our subscribers with referral to suitable Providers, to secure appointments with subsequent sharing of the Provider's publicly available information such as contact details, address, opening hours and specialty.

Information is collected and regularly updated by means of calls, emails as well as desktop or onsite assessment.

Information may also be used for reporting purposes as part of our internal quality and payment processes.

Data fields	Purpose
Provider Name	Provider identification
Gender (if applicable)	To facilitate referrals to an appropriate Provider should this be requested by a subscriber.
Address	To direct subscribers to the Provider's location for treatment / service, for mail correspondence with the Provider, for invoicing purposes.
Provider Contacts (Name, Department, Position, Contact type, Phone number and Email address),	The name(s) of the Provider / representative(s) to contact for different aspects such as to schedule appointments, to refer subscribers, to request credentialing documentation and or medical reports, to send a guarantee of payment or remittance advice or to share educational materials and other relevant information.
Bank Details (Name, Account Number, Bank Name, Branch Name, tax information etc.)	To pay a Provider in accordance to acceptable accounting practices and within the remit of local tax and other legislation. Banking information is obtained by means of a Master Data Form.
Provider Specialties / Services	To provide an overview of the Provider's scope of services to select the relevant Provider or to refer subscribers to the correct Provider offering the specialty / services needed.
Fees & Pricing Agreements	Provides an indication of the fees charged / negotiated / agreed by a Provider to establish reasonable costs.
License (Number, issuing organisation, issuing year and copy of the document)	Providers are required to have a valid License in accordance to the local laws and to other applicable regulations in the location they operate. In some cases, such as for cross-border telemedicine/telehealth services, providers may also be required to have a valid License for the country where the subscriber receives the care offered by the Provider. Part of our due diligence for subscribers / beneficiaries is to ensure providers are duly licensed to practice. A License may include a License number, a reference to the License issuing body (matching the body responsible for issuing licenses in the given country for the respective provider type) with reference to the expiry date. A copy of the document is stored in our central data base to confirm this was checked.
Insurance(s) including but not limited to: General Liability, Malpractice, Professional Liability, War Risk, Hull	Providers are required to have the necessary Insurance cover as required by the laws of the country they operate in. In some cases, such as for cross-border telemedicine/telehealth services, providers may also be required to have the necessary Insurance cover for the country where the subscriber receives the care offered by the Provider. Part of our due diligence for our subscribers to check the necessary Insurance coverage and to keep proof of validation in our central data base.
Individual's Curriculum Vitae	Provide a summary of a Provider's working history, qualification etc. (where applicable)

Education Certificate	Confirmation of providers training to ensure the Provider has the right qualification, as per the services they render.
Provider Agreement(s)	Reflects the terms and agreements agreed with the Provider.

HOW WE STORE AND PROTECT PERSONAL DATA

International SOS has published [Information Security](#) and [Data Protection](#) Policies which set out the details of the technical and organizational measures we implement to protect Personal Data and the principles we are committed to, available at <https://www.internationalsos.com/privacy>.

Dedicated Global Assistance Network (GAN) and Provider Network Support (PNS) staff is responsible for managing our relationships with providers and to collect and maintain provider data in a secure system where it can be accessed by our authorized staff globally, in accordance with our policies and applicable data protection regulations. We have user-role-based-access controls to ensure information is available to relevant staff to read-only, edit or approve as required.

We encrypt data in transit and at rest. Any hard-copies are stored in locked cabinets in the office that originally received them.

We only keep Personal Data as long as required to fulfill the purpose they were originally collected for. Thereafter they are securely destroyed in line with our [Data Retention Policy](#). Personal Data collected for the purpose of providing Government contracts are kept according to contractual and legal requirements specified in the contract. For TRICARE, the record retention provisions are governed by the OSD Records & Information Management Records Disposition Schedules (900 Series for ASD Health Affairs). These record retention schedules can be found here: https://www.esd.whs.mil/Portals/54/Documents/RPDD/RDS/900_Series_ASD_Health_Affairs.pdf. For additional information, providers are advised to visit [internationalsos.com/privacy](https://www.internationalsos.com/privacy) and select "Government Services" on the dropdown menu.

SHARING OF PERSONAL DATA

Provider information is made available to our authorized staff globally and to subscribers to provide referrals to suitable facilities and individual providers, and to secure appointments with subsequent sharing of the provider's publically available information such as contact details, address, opening hours and specialty.

**WORLDWIDE REACH.
HUMAN TOUCH.**



Provider information, often including Personal Data, will be accessible by other companies within the International SOS Group and to third-parties supporting our service delivery in compliance with Data Protection Legislation, our policies and additional confidentiality and security measures. If a list of our third party data processors is required, providers shall contact dpo@internationalsos.com.

We may transfer providers' Personal Data/information to Government authorities, agencies and institutions, if required or allowed by applicable regulations.