

Indigo Medical: How We Use Tandem Health

About this notice

Some of our clinicians use Tandem Health, an AI tool that listens to your consultation and drafts the clinical notes for your record. This notice explains what that means for your information and the choices you have. It supplements our main Privacy Notice [insert link], which still applies.

Indigo Medical LLP is the **data controller** for your information, including anything processed through Tandem. We are registered with the Jersey Office of the Information Commissioner under registration number 68565.

Tandem Health AB, a company registered in Sweden (company number 559444-6857), is our **data processor**. This means Tandem only handles your information on our written instructions and cannot use it for its own purposes. Tandem's own [Privacy Policy](#) covers its website and business contacts, not your health records: for those, this notice and our main Privacy Notice apply.

How it works in your consultation

1. We display signs throughout the practice letting you know that we use Tandem.
2. The first time Tandem may be used in your care, your clinician will explain it and ask whether you are happy for it to be used. We record your answer on your medical record, and it applies to your future consultations, including telephone consultations.
3. If you are happy to go ahead, Tandem captures the audio of your conversation through a device in the consulting room or, for telephone consultations, from the call itself.
4. Tandem turns the audio into a written transcript and a draft clinical note.
5. Your clinician reads, corrects and approves the draft before anything is added to your medical record.
6. Your clinician remains fully responsible for your care and for what goes into your record. Tandem does not diagnose, prescribe or make decisions about you.

Tandem is used for both face-to-face and telephone consultations.

What information is processed

Tandem processes what is said during your consultation. This will usually include health information, which is special category data under the Data Protection (Jersey) Law 2018 and receives extra protection.

Type of information	Examples
Audio recording	Your voice, your clinician's voice, and anyone else in the room, such as a parent, carer or chaperone
Transcript	A written version of the conversation

Type of information	Examples
Draft clinical note	Your symptoms, history, examination findings, diagnosis, treatment plan and any referrals discussed
Personal details	Your name and any identifiers your clinician adds to link the note to your record
Other details you mention	Information about your family, lifestyle or circumstances, where you share it

If someone else attends with you, their voice may also be captured. Please let them know about this notice.

Why we use Tandem and our legal basis

We use Tandem so our clinicians can give you their full attention instead of typing during your appointment, and so your record is complete and accurate.

Under Article 9 of the Data Protection (Jersey) Law 2018, we must have a lawful basis for this processing. We rely on **medical purposes** (Schedule 2, Part 2, paragraph 15): the processing is needed for medical diagnosis, the provision of care and treatment, and the management of healthcare services, carried out by or under the responsibility of a health professional who owes you a duty of confidentiality. This condition covers both your personal details and your health information.

We do not rely on your consent as the legal basis for this processing. However, we tell you about Tandem through signs in the practice and when it is first used in your care, and you can say no at any time, as explained in the next section.

Your choice

You do not have to agree to Tandem being used, and you can change your mind at any time. Just tell your clinician, before or during any consultation, and they will switch it off and take notes in the usual way. Saying no will not affect your care in any way.

To change the choice recorded on your medical record, for example so that Tandem is never used in your consultations, tell your clinician or reception, or contact our Data Protection Manager. We will update your record.

Where your information is held and how it is protected

Tandem is based in Sweden. Your information is processed and stored in Microsoft data centres within the European Union, which Tandem uses to run its service. Under Article 66 of the Data Protection (Jersey) Law 2018, the European Economic Area (EEA) is recognised as giving an adequate level of protection.

Tandem's only approved subcontractor is Microsoft Ireland Operations Ltd. Tandem must give us 30 days' notice before adding a new subcontractor, and we can object.

We have a written contract with Tandem that meets the requirements of Articles 19 and 22 of the Data Protection (Jersey) Law 2018. Security measures include:

- encryption of your information while it is sent and while it is stored
- clinicians can only see their own patients' consultations
- Tandem staff can only access information with two factor authentication and from approved locations, and every access is logged
- daily backups and regular independent security testing

How long we keep it

Information	How long it is kept
Audio	Never stored. It is deleted as soon as it has been turned into text, and always within 5 minutes.
Transcript and draft note in Tandem	Kept in full for 30 days so your clinician can finish the note. After 30 days, names, addresses and social security numbers are removed automatically. The rest is kept by Tandem while we use the service, then deleted or returned to us when the contract ends.
Final approved note	Kept in your medical record for the standard retention period, in line with the Records Management Code of Practice for Health and Social Care, as set out in our main Privacy Notice

AI and automated decisions

Tandem does not make decisions about you. Every note it drafts is checked and approved by your clinician, so no decision about your care is made solely by automated means under Article 38 of the Data Protection (Jersey) Law 2018.

Tandem may only use your information to provide the service to us. It may not use it for its own purposes, including training or improving its AI.

Tandem may not sell your information or use it for marketing.

Your rights and how to contact us

You have the same rights over information processed through Tandem as over the rest of your record, including the right to access it, have it corrected, and in some cases have it erased or its use restricted. Our main Privacy Notice explains these rights in full. We will respond within four weeks, as required by Article 27 of the Data Protection (Jersey) Law 2018.

Please send any questions or requests to us, not to Tandem. You can use our Data Rights Portal or contact our Data Protection Manager:

- Email: indigomedical@indigo.gpnet.je
- Telephone: 01534 730541
- Post: Data Protection Manager, Indigo Medical, No. 2, 8 Oxford Road, St Helier, Jersey, JE1 4HB

If you are unhappy with how we have handled your information, you can complain to the Jersey Office of the Information Commissioner at jerseyoic.org, by email at enquiries@jerseyoic.org or on 01534 716530.

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