



Calea UK Limited

Cestrian Court
Eastgate Way
Manor Park
Runcorn
Cheshire
WA7 1NT
United Kingdom
www.calea.co.uk

5th February 2020

Name
Address 1
Address 2
Postcode

Dear xxxx

You may have received a letter from us recently that contained a copy of the most recent FAQ's that have been uploaded to the NHS Website.

We're sorry to let you know that after those letters were posted, we noticed that a manual error had been made when the names and addresses were added.

One of the data fields "slipped" during the mail merge which meant that whilst the name and postcode were correct, the first line of the address was selected from the next patient on the list.

This means that some of the letters have been delivered by correct name and postcode and others have been delivered using the first line of the address. For example:

Name Surname – correct
First line of address - incorrect
Town/City - correct
Postcode - correct

That means your name and postcode may have been included in a letter received by another patient if the letter was delivered using the first line of their address. If the letter was delivered using the name and postcode, the first line of your address may be on a letter received by another patient.

Please can you destroy the original letter that you received with the incorrect information.

Our Data Protection Officer is aware and taking appropriate action. This has been notified to the Information Commissioner's Office (ICO). We've also made sure the NHS are aware.

We're extremely sorry for this manual error and for any confusion this caused to you. We've introduced more stringent checks on these letters to make sure this doesn't happen again.

If you have any questions or would like to discuss this further, please contact your patient co-ordinator who will be able to help or alternatively you can contact our local data protection advisor on: data.protection-UK@fresenius-kabi.com.

If you have any further concerns then additionally you can speak to the ICO. Wycliffe House, Water Lane, Wilmslow, SK9 5AF 0303 123 1113



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We have also enclosed a copy of the NHS FAQ's in case you did not receive your letter. We would like to apologise again for this inconvenience.

Yours sincerely

Lynn McCready

Lynn McCready
Business Unit Director Calea & Nursing