

QuickSMS Healthcare Data Processing Addendum

Introduction

This Addendum supplements the Data Processing Agreement between Quick SMS Limited ("Processor" for UK and European Clients) or Quick SMS Middle East ("Processor" for UAE Clients) and the Client ("Controller") where the Client is an NHS Body, NHS Trust, or Private Healthcare Provider.

1. Healthcare Regulatory Compliance

QuickSMS shall comply with the following laws and regulations, as applicable:

- NHS Data Security and Protection Toolkit (DSPT) Standards
- NHS Confidentiality Code of Practice
- Caldicott Principles
- United Kingdom General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018 (DPA 2018)
- EU GDPR (where applicable)
- Federal Decree Law No. 45 of 2021 (UAE PDPL)
- DIFC Data Protection Law No. 5 of 2020 (where applicable)
- ADGM Data Protection Regulations 2021 (where applicable)
- Federal Law No. 6 of 2023 on Public Procurement (where applicable)

2. Hosting Requirements

- All UK healthcare data is processed and hosted exclusively within the United Kingdom in ISO 27001 and NHS DSPT-aligned facilities.
- UAE healthcare data is processed and hosted exclusively within the United Arab Emirates in ISO 27001 certified facilities.

3. Special Category Data

- Where Special Category Data (e.g., health data) is transmitted, QuickSMS acknowledges its role as Processor and agrees to implement additional technical and organisational measures as required under Article 9 of the UK GDPR and corresponding UAE PDPL requirements.

4. Incident Notification

- QuickSMS will escalate any suspected or actual personal data breach involving healthcare data to the Controller's designated Caldicott Guardian or Data Protection Officer, within 12 hours of identification.

5. Audits and Inspections

- The Controller may request evidence of QuickSMS's DSPT compliance, ISO certifications, ISMS documentation, or security governance practices annually or upon reasonable request.

6. Operational Evidence of Compliance

QuickSMS maintains detailed documentation as part of its Information Security Management System (ISMS) and Data Protection Compliance Framework, including:

- Data Protection Impact Assessment (DPIA) Registers
- Data Breach Notification and Incident Response Records
- Data Subject Rights Request (DSR) Logs
- Supplier and Subprocessor Due Diligence Assessments
- Data Retention and Secure Disposal Registers
- Internal Audit Records and Penetration Testing Reports

These are available for review by the Controller upon reasonable request, subject to confidentiality obligations.

7. Contact Details

Processor for UK and European Clients:

Quick SMS Limited

Registered Address: 54 Bath Street, St Helier, Jersey, JE1 1FW, Channel Islands

Data Protection Contact: Data Protection Officer

Email: dpa@quicksms.com

Processor for UAE Clients:

Quick SMS Middle East

Registered Address: 14th Floor, South Tower, Dubai Science Park, Dubai Internet City, Dubai, United Arab Emirates, 106427

Data Protection Contact: Data Protection Officer

Email: dpa@quicksms.com