



1) Patient Terms & Conditions (Diagnostics-Only) 260716a

Patient Terms and Conditions – Diagnostic Services

1. About Our Service

We provide home-based sleep diagnostic testing and reporting. Our service is limited to diagnostic assessment only and does not include treatment, prescribing, or ongoing clinical management.

2. Eligibility

You must be aged 18 or over and have been referred by a healthcare professional, or have self-referred, to use our services.

3. Our Responsibilities

We will:

- provide diagnostic equipment and instructions
- analyse the data collected
- prepare a clinically reviewed diagnostic report
- deliver your report securely

4. Your Responsibilities

You agree to:

- follow setup instructions
- use equipment as directed
- return equipment promptly
- provide accurate information

Failure to do so may affect test quality.

5. Equipment Use and Return

The diagnostic equipment provided remains the property of Stowood at all times.

You agree to:

- use the equipment in accordance with instructions
- keep it safe and undamaged
- return it using the provided packaging on the day of completing the test

Late or Non-Return

If equipment is not returned within 7 days of completion of the test and we have not been informed of exceptional circumstances, we reserve the right to charge an equipment recovery or replacement fee.

Repeated failure to return equipment may result in additional charges.

Loss or Damage

You are responsible for the equipment while it is in your possession. If equipment is lost, stolen, or damaged beyond reasonable wear, you may be charged the reasonable cost of repair or replacement. A fully refundable security deposit of £150 is charged at the time of booking to cover the diagnostic equipment sent to you. This deposit will be refunded in full to your original payment method within 7 working days of our receiving the equipment back in satisfactory condition. The deposit is separate from the service fee and is not payment for any service.

6. Fees and Payment

All fees are payable in advance unless otherwise agreed. Prices include all services listed at booking.

7. Limitations

We do not:

- provide medical treatment
- prescribe medication



- provide ongoing care

All clinical decisions remain with your treating clinician.

8. Liability

Our liability is limited to the value of the service provided, except where prohibited by law.

9. Cancellation and Refunds

See our Refund Policy.

10. Complaints

See our Complaints Procedure.

11. Governing Law

These terms are governed by English law.

2) Refunds & Cancellation Policy

Refunds and Cancellation Policy

Cooling-Off Period

If you book online or by phone, you have a 14-day cooling-off period from booking. You may cancel within this period for a full refund unless the service has already begun with your consent.

After Service Has Started

Once equipment has been dispatched or testing has commenced, refunds may be reduced to reflect costs incurred.

Non-Refundable Circumstances

Refunds will not normally be issued where:

- equipment is lost or damaged
- instructions were not followed
- data is unusable due to user error

Service Failure

If testing fails due to our fault, we will offer:

- a free repeat test, or
- a refund

How to Request a Refund

Requests must be made in writing to: services@stowood.com

Equipment Deposit A £150 security deposit is taken at booking and is fully refundable provided:

- the equipment is returned within the agreed timeframe
- the equipment is returned undamaged and in working order
- all components included in the original shipment are returned

The deposit will not be refunded, or may be partially withheld, where equipment is returned damaged, lost in transit on the return journey (where the patient has not used the pre-paid return label provided), or not returned within 14 days of the agreed return date without prior agreement.

Refunds of the deposit are processed within 7 working days of equipment receipt and will be returned to the original payment method.

2) Complaints Procedure

Complaints Procedure

How to Make a Complaint

Complaints may be made:

- by email: services@stowood.com

Stowood Scientific Instruments Ltd, Common Road, Beckley, Oxford OX3 9UP, UK

Tel +44 (0) 1865 358860

sales@stowood.com support@stowood.com www.stowood.com

CRN: 5195952

VAT No: GB 841777306



- by post: Stowood, Common Road, Beckley, Oxford OX3 9UP
- by phone: 01865 358860

Our Response

We will:

- acknowledge within 3 working days
- investigate promptly
- provide a full response within 20 working days

Escalation

If you remain dissatisfied, you may contact:

Care Quality Commission

03000 616161

www.cqc.org.uk

No Detriment

Making a complaint will not affect your care.

3) Privacy Notice – Patients

Who We Are

We are Stowood Scientific Instruments Ltd ("Stowood", "we"), of Common Road, Beckley, Oxford OX3 9UP — a provider of home sleep diagnostic services, registered with the Care Quality Commission. For the diagnostic service we provide to you, Stowood is the controller of your personal data. You can contact us about your data at services@stowood.com or 01865 358860.

What Data We Collect

We collect your personal details (such as your name and date of birth), contact details (address, email, phone), health information (the sleep study recording and the results derived from it, and details such as age, weight and height), and payment information. Where a healthcare professional refers you, we also receive the referral information they provide.

How and Why We Use Your Data

We use your data to provide your diagnostic service — to arrange and send the equipment, to analyse and score your sleep study, to prepare a clinically reviewed diagnostic report, to communicate with you, to take payment, and to meet our legal and regulatory obligations. Every study is reviewed by a qualified clinician before the report is issued.

Our Lawful Basis

Under data protection law we must have a lawful basis for using your data. For your general personal data we rely on the performance of our contract with you to provide the service, and on our legal obligations (for example, regulatory record-keeping). Because health information is a special category of data, we additionally rely on Article 9(2)(h) of the UK GDPR — the provision of health care and treatment — and the corresponding condition in the Data Protection Act 2018. This processing is carried out by, or under the responsibility of, health professionals and others bound by a duty of confidentiality. We do not rely on your consent as our basis for processing your health data, so you do not need to give — and cannot be asked to withdraw — consent for the processing that is necessary to provide your diagnostic service.

Who We Share Your Data With

We share your data only as necessary to provide the service:

- with your referring healthcare professional (where you were referred), who receives your report;



- with the qualified clinicians and physiologists we engage to score and review your study, who are bound by confidentiality and data protection obligations;
- with service providers who help us deliver the service (for example, the courier that delivers your equipment and the payment provider that processes your payment); and
- with regulators, or others, where we are required to do so by law.

On request, we can also provide a copy of your report to you.

Where Your Data Is Held

Your study data is scored and your report is produced in the United Kingdom. Some of the systems we use to run the service (such as email, secure file storage, payment and backup) are provided by suppliers who may process limited data outside the UK; where that happens, it is protected by safeguards approved under UK data protection law (such as the UK International Data Transfer Agreement or the UK Extension to the EU-US Data Privacy Framework).

How Long We Keep Your Data

We keep your diagnostic records — your sleep study and the report prepared from it — for 8 years from the end of your care, in line with the retention period for health records in the NHS Records Management Code of Practice. Keeping your records for this period means they are available if a clinical question about your diagnosis arises later. After this period, your records are securely destroyed. Where you are under 18, we keep your records until your 25th birthday (or 26th if you were 17 at your last appointment), as the Code requires. We keep payment and other business records for the separate periods required by law (for example, 6 years for financial records).

Using Data to Improve Our Service (Optional)

We are always working to improve the software and analysis methods we use, so that we can provide better and more accurate results for future patients. To help with this, we may ask your permission to use your sleep study data — with all details that could identify you removed (anonymised) — for developing and improving our software and diagnostic methods.

This is entirely optional and separate from your care. We will ask you when you speak to us, and we record your answer. You are free to say no, and if you do, it will make no difference at all to the service you receive, the report you get, or how we treat you.

If you agree, we remove everything that could identify you from the study data before it is used for this purpose. Once data has been anonymised in this way it can no longer be linked back to you. Because it can no longer identify you, anonymised data is not covered by data protection law, and we may keep and use it to improve our software without a time limit. We rely on your consent only for the step of taking your study and anonymising it for this purpose; you can change your mind at any time before that happens by contacting us at services@stowood.com, and we simply won't use your data for improvement.

We never use identifiable health data to develop our software, and we never sell your data.

Your Rights

You have the right to ask us for a copy of the data we hold about you, and to ask us to correct it. Depending on the circumstances, you may also have the right to ask us to delete or restrict our use of your data, to object to certain processing, or to receive your data in a portable form. Some of these rights are limited where we are required to keep data for regulatory or legal reasons. To exercise any of these rights, contact us at services@stowood.com.

Complaints

If you have a concern about how we handle your data, please contact us first at services@stowood.com so we can put things right. You also have the right to complain to

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the Information Commissioner's Office (ICO), the UK's data protection regulator, at ico.org.uk or 0303 123 1113. (A complaint about the quality of your care is handled separately — see our Complaints Procedure.)

Contact

Stowood Scientific Instruments Ltd, Common Road, Beckley, Oxford OX3 9UP. Email: services@stowood.com. Tel: 01865 358860.