

# Your application/ amendment form

## Select Healthcare Plan

Underwritten

Customer complete



## Before you begin

- This form is for new members and existing members wishing to add their dependants.
- Before we can welcome you and (if applicable) your dependant(s), please complete this application form as fully and accurately as possible.
- It's important you provide us with your (and if applicable, your dependants') medical history.
- Please fill in your application form and return it to us as soon as you can. Until we have received this we won't be able to confirm exactly what your policy covers you for, meaning your claims might take longer for us to process and we might not be able to pay for treatment you need.

Please note that the policy you are joining is a fully medically underwritten policy. This means that any symptoms or conditions that have been present prior to the start date of the policy may not be covered. For a period of up to 60 months after your start date we may require further medical information to assess your claim, particularly where claims are made early in your policy. This is to ensure that the claim does not relate to an excluded pre-existing condition. Please note that where this medical information is not provided, we may not be able to process your claim.

Remember to give us as much detail as you can about yourself and any dependants you would like to cover. You must take reasonable care to answer all the questions honestly and to the best of your knowledge. You must check all answers in relation to any dependants with them to make sure that their details are correct. Your policy may be cancelled, or treated as if it never existed, or your claim may be rejected or not fully paid, if there is reasonable evidence that you or a dependant did not take reasonable care in answering our questions.

### Application type

New application       Addition of new dependants

## Scheme details – please speak to your Group Secretary to obtain these details

Company name

Bupa group number

Please tell us which products should be selected for this application.

Preferred start date

**Please note:** although we will try to start the cover (whether for the new application or amendment – as applicable) on the date indicated above, this cannot be guaranteed. Your start date will be confirmed on the membership certificate.

# 1. Your personal details

Please tell us about yourself here (to see how we use your information, please read our privacy notice on page 13).

Title (please tick or list title if other) Mr  Mrs  Miss  Ms  Other

First name(s)

Surname

Address

Postcode

Home telephone number

Mobile telephone number

Email address

Date of birth

Sex at birth Male  Female

If you are already a member of Bupa or beneficiary or have been in the past, please give us your membership/registration number.

National Insurance number

Client reference (payroll no.)

If you would like any dependants (partner, children etc) to be included in your membership, please go to section 2. If not, go to section 3.

# 2. Your dependants' details

If you would like to cover your dependants, please give us their details below. If your employer requires a contribution from you, for your and/or your dependants' cover, adding dependant members may impact the amount you pay. Remember to check with each dependant that you have their correct details and make sure that they are directed to our privacy notice on page 13 before submitting their details to us. Please note that you must have your dependants' express agreement to submit this form on their behalf (or be their legal representative).

	Member 2	Member 3	Member 4	Member 5
Title				
First name				
Surname				
Relationship to you				
Date of birth	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Sex at birth	Male <input type="checkbox"/> Female <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>

What if I need to add more dependants?

If you would like to cover any dependants additional to those listed above, please tick this box . You will also need to answer sections 3 and 4 for them.

### 3. Further details

Please answer each question as it applies for yourself and each person named in section 2. If you're an existing member and are only adding your dependants, you don't need to fill out further details or the medical history relating to your own health, only for your dependants. Please tick 'Yes' or 'No' to every question for each person and provide details where applicable. Remember to check with each dependant that you have their correct details and make sure that they are directed to our privacy notice on page 13 before submitting their details to us.

Main member/dependant (as detailed in sections 1 and 2)	Main member	Member 2	Member 3	Member 4	Member 5
<i>(Please tick the relevant box)</i>	Yes No	Yes No	Yes No	Yes No	Yes No
Are you a UK resident?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Do you have access to your medical records in English? To be eligible for cover the main member and dependants must have been registered continuously with a GP for a period of at least six months, or have access to and be able to provide their full medical records in English <i>(Please note that for us to appropriately administer your policy you will need to be registered with a UK GP)</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Are you a professional or semi-professional sports person? By this we mean: do you receive payment or sponsorship for taking part in any sport?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
If 'Yes', which sport(s), including the name of the team, if applicable? <i>(On receipt of your application we will assess your eligibility to join the scheme and inform you accordingly)</i>					

## 4. Your medical history – part one

This section asks for health and medical details, past and present, for you and for each person named in section 2. Please tick 'Yes' or 'No' to every question for each person. Remember to check with each dependant that you have their correct details and make sure that they are directed to our privacy notice on page 13 before submitting their details to us.

<p>In relation to the medical questions 1 to 5 please indicate if:</p> <ul style="list-style-type: none"> <li>you or anyone to be covered on your membership has seen a GP or other healthcare professional within the last two years</li> <li>you or anyone to be covered on your membership has been admitted to hospital, had an operation OR any investigations (for example scan, X-ray, blood test, biopsy) within the last seven years</li> </ul>	Main member/dependant (as detailed in sections 1 and 2)										
	Main member	Member 2	Member 3	Member 4	Member 5	Member 2	Member 3	Member 4	Member 5	Member 2	Member 3
<p><b>Question 1 – Musculoskeletal conditions</b></p> <p>Have you had frequent or recurring pain, an operation in the back, neck, joints or muscles, a bone or nerve condition or any other condition that impacts normal movement? <i>(For example: arthritis, cartilage/ligament problems, sprains, joint replacement, gout, sciatica etc)</i></p>	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<p><b>Question 2 – Cardiac conditions</b></p> <p>Have you experienced shortness of breath, palpitations, swollen ankles, angina, heart attack, stroke, mini-stroke/TIA or any other related symptoms? <i>(For example: high blood pressure, high cholesterol, atrial fibrillation, heart failure, heart disease, chest pains, coronary artery disease etc)</i></p>	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<p><b>Question 3 – Pelvic conditions</b></p> <p>Have you had any problems with your bladder, bowels, kidneys or prostate or (for women) do you have heavy or irregular menstruation or have had a caesarean section? <i>(For example: urinary infections, irritable bowel, incontinence, endometriosis, fibroids, pregnancy and/or childbirth problems etc)</i></p>	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<p><b>Question 4 – Sensory organ conditions</b></p> <p>Have you had any problems with your vision, hearing, balance or impacted tooth, wisdom tooth or retained root? <i>(For example: cataracts, glaucoma, infections, abscess etc)</i></p>	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<p><b>Question 5 – Mental health conditions</b></p> <p>Have you talked with a GP, therapist, counsellor or any other health professional about your mental health? <i>(For example: stress, depression, fatigue, anxiety, anorexia, bulimia, compulsive disorders, schizophrenia etc)</i></p>	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

## 4. Your medical history – part one (continued)

Please also answer the following questions:	Main member/dependant (as detailed in sections 1 and 2)				
	Main member	Member 2	Member 3	Member 4	Member 5
<b>Question 6 – Cancer conditions</b>	Yes No	Yes No	Yes No	Yes No	Yes No
Have you ever been diagnosed with or received treatment for cancer, or had a test that indicates you may have cancer? <i>(For example: tumours, abnormal smears, raised PSA levels etc)</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<b>Question 7 – Any other ongoing conditions</b>	Yes No	Yes No	Yes No	Yes No	Yes No
Do you have any other health condition/symptoms for which you need ongoing prescription medication, regular medical tests, examinations or consultations?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<b>Question 8 – Any planned treatment</b>	Yes No	Yes No	Yes No	Yes No	Yes No
Do you have any other health condition/symptoms for which you intend to seek investigation/treatment in the future or are currently receiving investigation/treatment for?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<p>If you have answered ‘Yes’ to any of the conditions here please give us full details in ‘Medical history – part two’ on the following pages. If you have answered ‘No’ to all of the above conditions, please continue with the form.</p> <p>If you’d like to add any additional information, please tick this box and use the Notes on page 15. <input type="checkbox"/></p>					

## 4. Your medical history – part two

To help us build a more complete picture of your (and your dependants’) health, please use pages 8 to 11 to expand on any of the conditions you answered ‘Yes’ to in part one. Please give as much specific detail as possible. Failure to do so will result in delays processing your application. You can use the example below for help when filling out the form.

### Definitions

**Controlled:** Condition/symptom ongoing but controlled by treatment/medication.

**Recurrent:** Occurring more than once, often or occasionally.

**Likely to recur:** Symptom free for a period of time but likely to recur.

**Fully recovered:** Condition fully resolved/cured with no symptoms and no medication.

#### Example one

Name of member:	JOHN SMITH																
Question number from <b>part one</b>	2																
Please describe the illness or medical problem If applicable please specify which area of the body is affected (eg left, right, upper, lower)	HIGH CHOLESTEROL																
Current state of condition/symptom (eg ongoing, controlled, recurrent, likely to recur, fully recovered)	CONTROLLED																
When did symptoms begin/end? If ongoing please leave end date blank	Began <table border="1"><tr><td>0</td><td>1</td><td>0</td><td>1</td><td>2</td><td>0</td><td>1</td><td>6</td></tr></table> Ended <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>	0	1	0	1	2	0	1	6	D	D	M	M	Y	Y	Y	Y
0	1	0	1	2	0	1	6										
D	D	M	M	Y	Y	Y	Y										
Treatment (prescribed or otherwise)	OVER COUNTER MEDICATION / DIET / PRESCRIBED MEDICATION																
How many times have you consulted a healthcare professional about this symptom/condition in the past two years?	2																
If you'd like to declare another symptom/condition for this question, please tick this box. <input type="checkbox"/>																	

#### Example two

Name of member:	JOHN SMITH																
Question number from <b>part one</b>	1																
Please describe the illness or medical problem If applicable please specify which area of the body is affected (eg left, right, upper, lower)	LEFT KNEE PAIN																
Current state of condition/symptom (eg ongoing, controlled, recurrent, likely to recur, fully recovered)	FULLY RECOVERED																
When did symptoms begin/end? If ongoing please leave end date blank	Began <table border="1"><tr><td>0</td><td>5</td><td>0</td><td>5</td><td>2</td><td>0</td><td>1</td><td>3</td></tr></table> Ended <table border="1"><tr><td>2</td><td>0</td><td>0</td><td>8</td><td>2</td><td>0</td><td>1</td><td>5</td></tr></table>	0	5	0	5	2	0	1	3	2	0	0	8	2	0	1	5
0	5	0	5	2	0	1	3										
2	0	0	8	2	0	1	5										
Treatment (prescribed or otherwise)	PHYSIOTHERAPY																
How many times have you consulted a healthcare professional about this symptom/condition in the past two years?	0																
If you'd like to declare another symptom/condition for this question, please tick this box. <input type="checkbox"/>																	

## 4. Your medical history – part two (continued)

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Name of member:

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Question number from **part one**

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Please describe the illness or medical problem  
If applicable please specify which area of the body  
is affected (*eg left, right, upper, lower*)

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Current state of condition/symptom (*eg ongoing,  
controlled, recurrent, likely to recur, fully recovered*)

---

When did symptoms begin/end?

**If ongoing please leave end date blank**

Began

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Ended

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

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Treatment (*prescribed or otherwise*)

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How many times have you consulted a healthcare  
professional about this symptom/condition in the  
past two years?

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If you'd like to declare another symptom/condition  
for this question, please tick this box.

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Name of member:

---

Question number from **part one**

---

Please describe the illness or medical problem  
If applicable please specify which area of the body  
is affected (*eg left, right, upper, lower*)

---

Current state of condition/symptom (*eg ongoing,  
controlled, recurrent, likely to recur, fully recovered*)

---

When did symptoms begin/end?

**If ongoing please leave end date blank**

Began

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Ended

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

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Treatment (*prescribed or otherwise*)

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How many times have you consulted a healthcare  
professional about this symptom/condition in the  
past two years?

---

If you'd like to declare another symptom/condition  
for this question, please tick this box.

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## 4. Your medical history – part two (continued)

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Name of member:

---

Question number from **part one**

---

Please describe the illness or medical problem  
If applicable please specify which area of the body  
is affected (*eg left, right, upper, lower*)

---

Current state of condition/symptom (*eg ongoing,  
controlled, recurrent, likely to recur, fully recovered*)

---

When did symptoms begin/end?

If ongoing please leave end date blank

Began

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Ended

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

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Treatment (*prescribed or otherwise*)

---

How many times have you consulted a healthcare  
professional about this symptom/condition in the  
past two years?

---

If you'd like to declare another symptom/condition  
for this question, please tick this box.

---

Name of member:

---

Question number from **part one**

---

Please describe the illness or medical problem  
If applicable please specify which area of the body  
is affected (*eg left, right, upper, lower*)

---

Current state of condition/symptom (*eg ongoing,  
controlled, recurrent, likely to recur, fully recovered*)

---

When did symptoms begin/end?

If ongoing please leave end date blank

Began

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Ended

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

---

Treatment (*prescribed or otherwise*)

---

How many times have you consulted a healthcare  
professional about this symptom/condition in the  
past two years?

---

If you'd like to declare another symptom/condition  
for this question, please tick this box.

## 4. Your medical history – part two (continued)

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Name of member:

---

Question number from **part one**

---

Please describe the illness or medical problem  
If applicable please specify which area of the body  
is affected (*eg left, right, upper, lower*)

---

Current state of condition/symptom (*eg ongoing,  
controlled, recurrent, likely to recur, fully recovered*)

---

When did symptoms begin/end?                      Began             
**If ongoing please leave end date blank**                      Ended   

---

Treatment (*prescribed or otherwise*)

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---

How many times have you consulted a healthcare  
professional about this symptom/condition in the  
past two years?

---

If you'd like to declare another symptom/condition  
for this question, please tick this box.

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---

Name of member:

---

Question number from **part one**

---

Please describe the illness or medical problem  
If applicable please specify which area of the body  
is affected (*eg left, right, upper, lower*)

---

Current state of condition/symptom (*eg ongoing,  
controlled, recurrent, likely to recur, fully recovered*)

---

When did symptoms begin/end?                      Began             
**If ongoing please leave end date blank**                      Ended   

---

Treatment (*prescribed or otherwise*)

---

---

How many times have you consulted a healthcare  
professional about this symptom/condition in the  
past two years?

---

If you'd like to declare another symptom/condition  
for this question, please tick this box.

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## 4. Your medical history – part two (continued)

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Name of member:

---

Question number from **part one**

---

Please describe the illness or medical problem  
If applicable please specify which area of the body  
is affected (*eg left, right, upper, lower*)

---

Current state of condition/symptom (*eg ongoing,  
controlled, recurrent, likely to recur, fully recovered*)

---

When did symptoms begin/end?

**If ongoing please leave end date blank**

Began

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Ended

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

---

Treatment (*prescribed or otherwise*)

---

---

How many times have you consulted a healthcare  
professional about this symptom/condition in the  
past two years?

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If you'd like to declare another symptom/condition  
for this question, please tick this box.

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---

Name of member:

---

Question number from **part one**

---

Please describe the illness or medical problem  
If applicable please specify which area of the body  
is affected (*eg left, right, upper, lower*)

---

Current state of condition/symptom (*eg ongoing,  
controlled, recurrent, likely to recur, fully recovered*)

---

When did symptoms begin/end?

**If ongoing please leave end date blank**

Began

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Ended

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

---

Treatment (*prescribed or otherwise*)

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---

How many times have you consulted a healthcare  
professional about this symptom/condition in the  
past two years?

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If you'd like to declare another symptom/condition  
for this question, please tick this box.

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## 5. Medical reports – when we need more information from your doctor

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When we need to ask your doctor for more information in writing, about your consultation, tests or treatment for insurance purposes, we will need your permission. The **Access to Medical Reports Act 1988** or the **Access to Personal Files and Medical Reports (NI) Order 1991** give you certain rights, which are:

1. You can give permission for your doctor to send us a medical report without asking to see it before they send it to us.
2. You can give permission for your doctor to send us a medical report and ask to see it before they send it to us.
  - You will have 21 days from the date we ask your doctor for your medical report to contact them and arrange to see it.
  - If you don't contact your doctor within 21 days we will ask them to send the report straight to us.
  - You can ask your doctor to change the report if you think it's inaccurate or misleading. If they refuse, you can insist on adding your own comments to the report before they send it to us.
  - Once you've seen the report, it won't be sent to us unless you give your doctor permission to do so.
3. You can withhold your permission for your doctor to send us a medical report. If you do, we'll be unable to see whether the consultation, test or treatment is covered by your policy, and we won't be able to give you a pre-authorisation number or confirm whether we can contribute to the costs.

In any event you also have the right to ask your doctor to let you see a copy of your medical report within six months of it being sent to us.

Your doctor can withhold some or all the information in the report if, in their view, the information:

- (a) might cause physical or mental harm to you or someone else or
- (b) would reveal someone else's identity without their permission (unless the person is a healthcare professional and the information is about your care provided by that person).

We may be able to pay towards the cost of a medical report. We will let you know when we ask for your permission to request the report from your doctor. If we can pay towards it, you will need to pay any remaining amount.

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# Privacy notice – in brief

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We are committed to protecting your privacy when dealing with your personal information. This privacy notice provides an overview of the information we collect about you, how we use it and how we protect it. It also provides information about your rights. The information we process about you, and our reasons for processing it, depends on the products and services you use. You can find more details in our full privacy notice available at [bupa.co.uk/privacy](https://bupa.co.uk/privacy). If you do not have access to the internet and would like a paper copy, please write to **Bupa Data Protection, Willow House, 4 Pine Trees, Chertsey Lane, Staines-upon-Thames, Middlesex TW18 3DZ**. If you have any questions about how we handle your information, please contact us at [dataprotection@bupa.com](mailto:dataprotection@bupa.com)

## Information about us

In this privacy notice, references to 'we', 'us' or 'our' are to Bupa. Bupa is registered with the Information Commissioner's Office, registration number Z6831692. Bupa is made up of a number of trading companies, many of which also have their own data-protection registrations. For company contact details, visit [bupa.co.uk/legal-notice](https://bupa.co.uk/legal-notice)

### 1. Scope of our privacy notice

This privacy notice applies to anyone who interacts with us about our products and services ('you', 'your'), in any way (for example, email, website, phone, app and so on).

### 2. How we collect personal information

We collect personal information from you and from certain other organisations (those acting on your behalf, for example, brokers, health-care providers and so on). If you give us information about other people, you must make sure that they have seen a copy of this privacy notice and are comfortable with you giving us their information.

### 3. Categories of personal information

We process the following categories of personal information about you and, if it applies, your dependants. This is standard personal information (for example, information we use to contact you, identify you or manage our relationship with you), special categories of information (for example, health information, information about race, ethnic origin and religion that allows us to tailor your care), and information about any criminal convictions and offences (we may get this information when carrying out anti-fraud or anti-money-laundering checks, or other background screening activity).

### 4. Purposes and legal grounds for processing personal information

We process your personal information for the purposes set out in our full privacy notice, including to deal with our relationship with you (including for claims and handling complaints), for research and analysis, to monitor our expectations of performance (including of health providers relevant to you) and to protect our rights, property, or safety, or that of our customers, or others. The legal reason we process personal information depends on what category of personal information we process. We normally process standard personal information on the basis that it is necessary so we can perform a contract, for our or others' legitimate interests or it is needed or allowed by law. We process special categories of information because it is necessary for an insurance purpose, because we have your permission or as described in our full privacy notice. We may process information about your criminal convictions and offences (if any) if this is necessary to prevent or detect a crime.

### 5. Marketing and preferences

We may use your personal information to send you marketing by post, phone, social media, email and text. We only use your personal information to send you marketing if we have either your permission or a legitimate interest. If you don't want to receive personalised marketing about similar products and services that we think are relevant to you, please contact us at [optmeout@bupa.com](mailto:optmeout@bupa.com) or write to **Bupa Data Protection, Willow House, 4 Pine Trees, Chertsey Lane, Staines-upon-Thames, Middlesex TW18 3DZ**

### 6. Processing for profiling and automated decision-making

Like many businesses, we sometimes use automation to provide you with a quicker, better, more consistent and fair service, as well as with marketing information we think will interest you (including discounts on our products and services). This may involve evaluating information about you and, in limited cases, using technology to provide you with automatic responses or decisions. You can read more about this in our full privacy notice. You have the right to object to direct marketing and profiling relating to direct marketing. You may also have rights to object to other types of profiling and automated decision-making.

### 7. Sharing your information

We share your information within the Bupa group of companies, with relevant policyholders (including your employer if you are covered under a group scheme), with funders who arrange services on your behalf, those acting on your behalf (for example, brokers and other intermediaries) and with others who help us provide services to you (for example, health-care providers) or who we need information from to handle or check claims or entitlements (for example, professional associations). We also share your information in line with the law. You can read more about what information may be shared in what circumstances in our full privacy notice.

### 8. International transfers

We work with companies that we partner with, or that provide services to us (such as health-care providers, other Bupa companies and IT providers) that are located in, or run their services from, countries across the world. As a result, we transfer your personal information to different countries including transfers from within the UK to outside the UK, and from within the EEA (the EU member states plus Norway, Liechtenstein and Iceland) to outside the EEA, for the purposes set out in this privacy notice. We take steps to make sure that when we transfer your personal information to another country, appropriate protection is in place, in line with global data-protection laws.

### 9. How long we keep your personal information

We keep your personal information in line with periods we work out using the criteria shown in the full privacy notice available on our website.

### 10. Your rights

You have rights to have access to your information and to ask us to correct, erase and restrict use of your information. You also have rights to object to your information being used; to ask us to transfer information you have made available to us; to withdraw your permission for us to use your information; and to ask us not to make automated decisions which produce legal effects concerning you or significantly affect you. Please contact us if you would like to exercise any of your rights.

### 11. Data-protection contacts

If you have any questions, comments, complaints or suggestions about this notice, or any other concerns about the way in which we process information about you, please contact us at [dataprotection@bupa.com](mailto:dataprotection@bupa.com). You can also use this address to contact our Data Protection Officer.

You also have a right to make a complaint to your local privacy supervisory authority. Our main office is in the UK, where the local supervisory authority is the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, United Kingdom.

Phone: 0303 123 1113 (local rate) or 01625 545 745 (national rate).

## 6. Your legal declaration

**Important: please read this declaration carefully before signing and dating the completed form.**

1. To the best of my knowledge and belief the information given in this form is true, accurate and complete. I understand that Bupa can end a person's policy or refuse to pay a claim in full or part if there is reasonable evidence that I or a dependant did not take reasonable care when providing any information requested in this form.
2. Where I have provided information on behalf of any other person to be covered on the policy, I confirm that I have checked with them that the information is correct before completing this form and I have their express agreement to submit this form on their behalf, or I am their legal representative.
3. I understand that my personal information and that of any other person to be covered on this policy will be processed by Bupa for the purposes set out in Bupa's privacy notice. I confirm that I have brought Bupa's privacy notice to the attention of the persons covered.
4. I agree to be bound by the terms of this policy (including in respect of those terms that apply to any other person to be covered on this policy). I agree that English law will apply to the policy.

It is essential that you take reasonable care to provide us with full, complete and accurate information when you complete this form. Please be sure to check the entire form.

If you do not provide complete information about yourself or any other person covered under the policy, we may have the right to end your policy, or to refuse to pay all or part of a claim.

We recommend that you keep a record of all the information you supply to us in connection with this form, including letters.

If you would like a copy of this form, please ask us.

### **Obtaining medical reports from your doctor**

- I understand that Bupa may need me to provide a medical report from my doctor to support my application, before treatment is authorised or a claim paid.
- I understand that Bupa will gain verbal or written permission from me prior to any medical report being requested in this way.
- I have shown this declaration to the proposed dependants on the policy. I confirm that they understand that Bupa will gain verbal or written permission from them prior to any medical report being requested in this way.
- I acknowledge the rights I have in relation to such reports as explained in section 5.

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Signature

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Date

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## Notes

Bupa health insurance is provided by:

Bupa Insurance Limited. Registered in England and Wales No. 3956433. Bupa Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Arranged and administered by:

Bupa Insurance Services Limited, which is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales No. 3829851.

Registered office: 1 Angel Court, London EC2R 7HJ

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