

18 September 2025

Dear Patient,

Important News for you about our Hospital

We are writing to share an important update regarding New Victoria Hospital. As part of our ongoing commitment to providing high-quality care and a seamless patient experience, we want to inform you about a recent change in the Hospital's ownership and the legal entity responsible for delivering our services.

On the 8 August 2025, New Victoria Hospital was acquired by Bupa. Bupa was founded in 1947 and is an esteemed and trusted British brand who delivers high quality healthcare to patients through an extensive national network of clinics, diagnostic sites and hospitals.

What does this mean for me?

We are not planning to make any changes to the services we provide to you or changes in who can access the Hospital. We continue to welcome all insurers, self-funded and international patients. However, we do want to let you know about a change to the legal entity responsible for delivering those services.

You may be aware that when you receive care and treatment at the Hospital, you enter into a legal agreement with us. The terms of that legal agreement are set out in our Patient Terms and Conditions ("**Patient Contract**") that you sign when you use our services. Under our Patient Contract, the legal entity which provides certain services to you is The New Victoria Hospital Limited. Please note that this Patient Contract is separate to any terms you may have agreed with your surgeon, anaesthetist or other treating clinician, which are not affected by our change in ownership.

Following Bupa's purchase of New Victoria Hospital, your Patient Contract has been assigned to Bupa. This means that Bupa has taken on all the obligations of The New Victoria Hospital Limited under your Patient Contract. You don't need to do anything; this is a notification so that you understand who will be delivering services under our Patient Contract. Payments for treatment under your Patient Contract will need to be made to Bupa, but specific details will be provided to you when you need to make payments to us.

Details of the Bupa legal entity are as follows: Bupa NVH Limited, [1 Angel Court, London, Company number: 16213127].

What about my personal information?

Bupa NVH Limited is now the data controller responsible for any of your personal data that is held at the Hospital. Bupa NVH Limited will therefore process your healthcare records for the purpose of clinical services. For a summary of the ways in which Bupa NVH Limited uses your personal information, please refer to Bupa's privacy notice at www.bupa.co.uk/privacy.

That's it for now. We'll be in touch if there are more updates. In the meantime, if you have any questions or concerns around our services or your data, please email dataprotection@newvictoria.co.uk

Yours sincerely



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for and on behalf of **The New Victoria Hospital Limited**

and



for and on behalf of **Bupa NVH Limited**