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Privacy Policy

Section 1 - Definitions:

In this document, "I," "we," "our," and "us" refer to the Direct Medical Expert (DME) and the practice. "You," "your," and "their" refer to the instructing party, injured party, or claimant.

Section 2 - Introduction:

This privacy policy outlines how we collect, use, and protect personal data received during the course of medico-legal practice. We are committed to safeguarding your personal data in compliance with the **Data Protection Act 2018, General Data Protection Regulation (GDPR)**, and MedCo Rules.

Section 3 - Policy Objectives:

Our data protection practices are governed by the principles of lawfulness, transparency, and accountability. This policy provides:

- An overview of how we process personal data.
- A framework to ensure data protection compliance.
- Measures to ensure personal data is handled securely and fairly.

The DME is responsible for implementing this policy and ensuring compliance with all applicable laws and regulations.

Section 4 - Personal Data Collected:

The data we collect includes, but is not limited to:

- **Claimant Information:**
 - Name, date of birth, contact details, and case reference numbers.
 - Details of the incident, including accident dates and descriptions.
 - Medical history, injury records, and treatment details.
 - Employment information and defendant details (e.g., name, vehicle registration).

Section 5 - Lawful Basis for Processing:

We process personal data based on the following lawful bases:

1. **Contractual Obligations:** To fulfil the contract of providing medico-legal reports.
2. **Legal Obligations:** To comply with applicable laws and regulations, including MedCo Rules and court obligations.
3. **Consent:** For processing sensitive personal data (e.g., health information), explicit consent will be sought unless an exception under the GDPR applies.

Section 6 - Processing Activities:

We process personal data for the following purposes:

- Recording and storing data in secure systems.
- Arranging appointments and conducting medical examinations.
- Preparing medical reports, including addenda and supplementary reports.
- Reviewing claimant medical records to assess case details and historical information.
- Communicating with claimants and authorized parties, such as instructing solicitors and compensators.

Section 7 - Sensitive Personal Data:

Sensitive personal data (e.g., health records) is handled under strict conditions. Processing of such data is conducted only:

- With explicit consent.
- To fulfil contractual or legal obligations.
- When necessary to protect vital interests or meet legal requirements.

Section 8 - Data Sharing:

Personal data is only shared with:

- **Authorised Parties:** Including instructing solicitors, compensators, and MedCo when required by law or contract.
- **Third-Party Tools:** GRIP report writing software for secure data management. GRIP's privacy policy can be accessed [here](#).

We do not sell personal data to third parties. Data sharing is limited to essential purposes and governed by confidentiality agreements where applicable.

Section 9 - Retention and Destruction:

We retain personal data only for as long as necessary for:

- The purposes for which it was collected.
- Compliance with legal, regulatory, or contractual obligations.

Our usual retention period is **five years** or until case settlement. Data is securely destroyed when no longer required (e.g., shredding physical records, securely erasing digital files).

Section 10 - Data Protection Principles:

We adhere to the following principles:

1. Process data fairly, lawfully, and transparently.
2. Collect data for specified explicit, and legitimate purposes.
3. Ensure data is adequate, relevant, and limited to what is necessary.
4. Keep data accurate and up to date.
5. Retain data only as long as necessary for its intended purposes.
6. Secure personal data against unauthorized access, loss, or damage.

Section 11 - Security Measures:

We implement robust technical and organisational measures to protect data, including:

- Encryption of digital records.
- Secure, password-protected storage systems.
- Physical security measures (e.g., locked cabinets, access-controlled areas).
- Regular audits and reviews of data protection practices.
- Staff training on GDPR compliance and data security.

Section 12 - Rights of Individuals:

You have the following rights regarding your personal data:

1. **Access:** Request access to your data and how it is processed.
2. **Rectification:** Correct inaccuracies in your personal data.
3. **Erasure:** Request deletion of your data when it is no longer necessary.
4. **Restriction:** Restrict how your data is processed under certain circumstances.
5. **Data Portability:** Request transfer of your data in a portable format.
6. **Objection:** Object to data processing based on legitimate interests.

To exercise these rights, contact us using the details provided at the top of this document.

Section 13 - Data Breaches:

In the event of a data breach, we will:

1. Investigate the breach promptly.
2. Notify affected individuals and the Information Commissioner's Office (ICO) as required.
3. Take corrective measures to prevent future breaches.

Section 14 - Compliance with MedCo Rules:

We ensure compliance with MedCo Rules, particularly regarding:

- Consent requirements for sharing sensitive claimant data.
- Secure data handling and limited sharing to authorized parties.
- Regular training and CPD participation for compliance awareness.

Section 15 - Updates to this Policy:

This policy is reviewed regularly and updated in response to changes in laws, regulations, or industry best practices. The latest version will always be available upon request.

Contact Information:

If you have concerns or questions regarding this policy, please contact:

- **Email:** mnoaman493@gmail.com
- **Telephone:** 0208 77 000 51
- **Postal address:** 113 Westmead Road, Sutton SM1 4JE

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** at <https://ico.org.uk/concerns>.