

This document explains how and why Physio-Link Services use your data, and your rights under the law.

Who are Physio-Link?

Physio-Link Services is a trading style of Physio-Link Rehabilitation Services Limited, part of Premier Medical Holdings Ltd. We have been selected by your legal representative to arrange treatment to aid your recovery from a recent accident.

We work under contract with the legal representative you have instructed to pursue a claim and to provide treatment which gives us with a lawful basis to process your data. In doing so, we act as Data Processors and they act as Data Controllers, as defined within the General Data Protection Regulations (GDPR). Where appropriate we will seek your specific written consent to share your data with treatment providers.

Why do we need your information?

In order to obtain a quote or arrange treatment we will need to provide the treatment provider with information about you. That may include your medical history or a medico-legal report.

What information will we need & who will we get it from?

We will need your personal and accident details as provided by you and your legal representative. We will also need a clinical referral defining your current medical condition. Depending on the treatment required this may be gathered from a telephone interview with you, or from a medico-legal report provided by your legal representative. In some cases we will need your specific written consent to share the report with a treatment provider.

We do not require your medical records, although a treatment provider may do so.

How do we store and use your information?

Most documents are stored electronically. Paper records are destroyed after scanning (unless otherwise instructed). Documents are sent to the treatment provider by encrypted email or recorded delivery.

We may use your postcode to make an automatic selection of an appropriate expert or an appointment in your locality.

We may use a variety of methods to contact you including letter, email, phone and text message. We record inbound and some outbound phone calls and may send you a text-message survey for the purposes of training and quality control.

Who has access to your data?

Access is restricted to staff of Physio-link Rehabilitation Services Ltd (and in some cases other wholly owned subsidiaries of Premier Medical Holdings Ltd namely Premier Medical Group Ltd, WARP Technologies Ltd., and Premier Medical Services Ltd, and to those parties involved in your treatment, typically, your legal representative and the Treatment provider. Your data is not stored or transferred outside of the UK.

How long do we hold data?

Case and financial data is destroyed 7 years after full and final settlement of our fees (unless we are instructed to do something different by your legal representative). Telephone calls are recorded for training purposes and held for 3 months.

Your rights

You have the right to correct any data we hold; to ask us for a copy of your data; and to delete your data. You can also withdraw your consent to us using your data at any time. However, without your data we (along with the Treatment provider) may not be able to undertake the treatment as recommended.

If you have any queries about our handling of your data you can contact our Data Protection Officer at DataProtection@PremierMedical.co.uk or the address below; or you can raise a complaint with the Information Commissioner's Office by calling 0303 123 1113 or at: <https://ico.org.uk/concerns>