

Premier Medical Group Ltd- Privacy Notice for Customers & Contacts.

This document explains how and why Premier Medical use your data, and your rights under the law.

Who are Premier Medical?

Premier Medical Group Ltd (“we”) are a MedCo accredited Tier 1 medico-legal agency, part of Premier Medical Holdings Ltd and provide medico-legal services to the legal and insurance industries.

Why do we need your information

We will use your information and personal data for marketing activities in order to invite you to events that we believe may be of interest to you, to carry out market research to help us improve our products and services and to provide you with details and information regarding related products and services that we think your company may be interested in.

If you are a current customer or you are in the process of becoming a customer then we will also need to process your personal data in order to assist with the process of entering into a contract with your company; to facilitate in the provision of services to you/ your company; to provide your business with important notices or updates; to enable us to fulfil our contractual obligations to your company and in order to form a defence of any legal claim that may be brought against us.

What is the lawful basis for processing?

We process your data for marketing purposes with your consent.

If you are a customer (or in the process of becoming a customer) then it is necessary for us to process your personal data as part of the fulfilment of the contractual agreements in force (or due to come into force) between Premier Medical Group Ltd and you/your company. We act as Data Controllers as defined within the General Data Protection Regulation (GDPR).

How do we store and use your information?

Most records are stored electronically. Paper records are destroyed after scanning (unless otherwise instructed). 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 Premier Medical Group and in some cases other wholly owned subsidiaries of Premier Medical Holdings Ltd namely Physio-link Rehabilitation Services Ltd, WARP Technologies Ltd and Premier Medical Services Ltd. We may also share your personal data with email marketing software providers and selected third parties solely for the purpose of facilitating the distribution of communications to you. Your data is only shared and stored with companies that comply with all applicable Data Protection Regulations, including the General Data Protection Regulation and the Data Protection Act 2018 and is not stored or transferred outside of the EEA.

How long do we hold data?

If we are solely processing your personal data for marketing purposes then we will retain your personal data unless and until you have advised us that you have withdrawn your consent.

If you are a customer then we will need to retain your personal data for the duration of our contractual relationship. Telephone calls are recorded for training purposes and held for 3 months. We need to retain some financial data for 7 years after full and final settlement of our fee in respect of invoices.

How can you withdraw consent?

You have the right to withdraw your consent to the use of your personal data for marketing activities. You can withdraw your consent to marketing activity at any time using an unsubscribe link which is located at the bottom of all of our marketing emails. Alternatively you can contact a member of the marketing team by emailing them at: marketing@premiermedical.co.uk

Premier Medical Group Ltd- Privacy Notice for Customers & Contacts.

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 as detailed above. However, we may need to retain some keep basic contact information for contractual purposes.

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>