

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

Who are Premier Medical?

Premier Medical Group are a MedCo accredited Tier 1 medico-legal agency, part of Premier Medical Holdings Ltd. We have been selected by your legal representative to arrange an appointment with a medical expert who will produce an independent and unbiased report.

We work under contract with the legal representative you have instructed to pursue a claim. This provides 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) and Data Protection Act 2018.

Why do we need your information?

In order to produce a report we will need to provide the expert with information about you. That may include your medical history.

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

Typically, the data we need is limited to your personal and accident details as provided by you and your legal representative. In some cases we will need to obtain your medical records from your GP and others. If we need this we will ask for your written consent to allow us to approach named medical treatment providers. We will only request records appropriate for the type of expert to whom you are being referred. This always includes recent records from your GP and may include records such as A&E, dental, hospital, or extended GP notes.

How do we store and use your information?

Most records are stored electronically. Paper records are destroyed after scanning (unless otherwise instructed), whilst films are held in a secure storage unit with restricted access. Records are sent to the expert over a secure system link or encrypted to CD and sent by recorded delivery, or encrypted to email. 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.

If your case falls within the terms of MedCo we are required to obtain your informed consent to attend either a virtual consultation or a face to face consultation. Where this consent is given over the telephone the recording will be held securely for 12 months. We are also required to enable video recording of a virtual consultation and if you choose to take up this option you will be required to give your consent. Videos will be held securely for three years.

Who has access to your data?

Access is restricted to staff of Premier Medical Group, as well as 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) and to those parties involved in your case, typically, your legal representative and the medical expert. Your data is not stored or transferred outside of the UK/EEA.

How long do we hold data?

As long as you have no active cases with us then your Medical Records are destroyed 3 years after receipt. If at 3 years you still have an active case the records are retained for use by the examining expert. Other 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 examining expert) may not be able to provide a satisfactorily conclusive report to your legal representative nor discharge our duty to the court in respect of your claim.

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>