

PRIVACY NOTICE

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 Kuro Health Ltd. We have been selected to arrange an appointment with a medical expert who will produce an independent and unbiased report.

We work in one of the following capacities:

- Under contract with the legal representative, or party, 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 the instructing party act as Data Controllers, as defined within the General Data Protection Regulations as they apply in the UK (UK GDPR) and Data Protection Act 2018.
- From a claim you have registered in the Official Injury Claims Portal. This provides us with a lawful basis to process your data as we are registered/contracted to provide this service. In respect of how we process your data, we act as Joint Data Controllers with MedCo and the Ministry of Justice, as defined within the General Data Protection Regulations as they apply in the UK (UK GDPR), and the Data Protection Act 2018.

Premier Medical will only collect and use your personal information for the purposes that we have told you about. We will not share your personal information with anybody else without your consent unless we are legally required to do so. We will take all reasonable steps to keep your personal information safe and secure. All employees receive training on how to handle your personal data in a confidential manner.

Premier Medicals information security management system is approved to the ISO27001 standards and guidelines and we have a Caldicott Guardian in place to ensure data is handled appropriately.

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 and whom will we get it from?

Typically, the data we need is limited to your personal and accident details as provided by you, or your legal representative. In some cases we will need to obtain your medical records from your GP and other medical treatment providers. If we need this, we will ask for your written consent to allow us to approach the medical treatment providers you specify. 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 confidentially destroyed after scanning (unless otherwise requested), whilst films are held in a secure storage unit with restricted access. Records are

sent to the expert over a secure system link, encrypted to CD, via encrypted email or occasionally sent by recorded delivery.,

We may use your postcode to make an automatic selection of an appropriate expert for 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 purpose 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 Kuro Health Ltd (namely: Rehab-link Ltd; WARP Technologies Ltd; and Kuro Health Services Ltd) and to those parties involved in your case, typically, your legal representative and the medical expert.

Where MedCo is involved in the process of obtaining your medical report, we are also obliged to share data with them. Their privacy policy can be found at <https://www.medco.org.uk/privacy-policy/>

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, 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 you or your legal representative). Telephone calls are recorded for training purposes and are held for 3 months.

Your rights

You have the following rights in relation to your personal data:

Your right of Access

You have a right to request a copy of your personal data that we hold.

Your right to Rectification

You have the right to ask us at any time to make any corrections, or remove any personal data that you believe is inaccurate.

Your right to Erasure

You have the right to request the deletion/erasure of your personal data. We may still need to keep personal data to comply with our legal obligations. Where you make such a request, we will provide you with full details of the personal data that we are required to retain.

Your right to Reject to processing

You have the right to object to the processing of your personal data.

Your right to Restriction of processing

You have the right to request restrictions in the processing of your personal data. However, without your

data, we (along with the examining expert) may not be able to provide a satisfactorily conclusive report to you, or your legal representative, nor discharge our duty to the court in respect of your claim. We aim to respond to any requests relating to your rights without undue delay within one calendar month of receipt of your request. Should we be unable to comply with a request for any reason, we will provide you with full written justification.

If you want to exercise any of your rights, or 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>.

Note:

1. We may ask you to confirm your identity in order that we can validate your request.
2. Where we are processing your data on the instruction of your legal representative or an insurer, we act as a Data Processor and the legal representative or insurer is the Data Controller. If we receive a request from you, we will notify the Data Controller as they are responsible for ensuring your processing – including any processing carried out by a processor on your behalf – complies with the UK GDPR. We shall notify you of how the Data Controller wishes to respond to your request.

