

Medicals UK Ltd

Privacy Notice for Claimants

Medicals UK Ltd arranges medical examinations and reports for personal injury claims. We are the controller for the personal information we use to provide this service.

Information we collect and where it comes from

We use your contact and identification details, claim and accident information, appointment details, medical information and records, reports, recordings of remote examinations and correspondence. We receive information from you and, where appropriate, your representative, the instructing party, the OIC portal, medical experts and healthcare providers authorised to release your records.

Why we use it and our lawful bases

We use it to arrange appointments, obtain records and reports, deal with amendments and questions, manage payments and complaints, prevent fraud and meet our legal and regulatory duties. If the information we need is not provided, we may be unable to progress your medical report.

We generally rely on our legitimate interests in arranging and administering medical evidence for legal claims, balanced against your rights. Where it applies, we also rely on a contract with you or a legal obligation. For health information used for legal claims, we rely on Article 9(2)(f) of the UK GDPR. Where an activity needs your consent, we will ask separately and explain how to withdraw it.

Who we share it with

We share relevant information with the instructed medical expert, your authorised representative, the OIC portal and other authorised parties involved in your claim where necessary and lawful. Approved service providers may handle information for us under suitable safeguards. Disclosures to insurers, courts, regulators or law enforcement are made only where there is a lawful reason. We do not sell personal data.

We provide MedCo with the approved case data its agreement requires, without claimant personal data. If any of your personal data is lawfully to be disclosed to MedCo, we will explain this before it happens and refer you to MedCo's privacy notice at <https://www.medco.org.uk/privacy-policy>.

Storage and retention

Your information is stored and accessed in the UK and is not currently transferred overseas. Before any arrangement involving overseas access or processing, we will check the UK requirements and safeguards and, where required, tell you the destination and safeguards before the transfer.

Your file is normally kept for six years after your claim ends (or six years from your 18th birthday if you were under 18). Recordings of remote examinations are deleted 30 days after your claim settles. Records may be kept longer for an unresolved claim, complaint, investigation or audit. You can ask us which period applies to your records.

Your rights and contact details

You can request access, correction and, where applicable, deletion, restriction or portability, or object to our use of your information. Where we rely on consent, you can withdraw it without affecting earlier lawful processing. Some information may need to be kept or used for legal claims or other lawful reasons; we will explain any limit on your rights.

Contact Rehana Kauser at info@medicalsuk.co.uk or 0161 628 3037. Requests are normally free and answered without undue delay, normally within one calendar month. We acknowledge data protection complaints within three working days, investigate without undue delay and keep you updated. You can also complain to the Information Commissioner's Office (ICO) at <https://ico.org.uk/make-a-complaint/> or on 0303 123 1113. We do not make decisions about you based solely on automated processing with legal or similarly significant effects.