

Medicals UK Ltd

Privacy Notice for Medical Experts

Medicals UK Ltd uses your personal information to manage your place on our expert panel, arrange instructions and meet our legal and MedCo obligations. We are the controller for this use of your information.

Information we collect and where it comes from

We hold your contact details, professional registration, qualifications, accreditation, availability, clinic details, identification, Right to Work evidence, the record of your identity video call, contract and bank details, instructions, payments and relevant complaints or compliance records.

We obtain information from you, professional registers (such as the GMC or HCPC) and MedCo, the Home Office checking service, referees where used, and relevant instructing parties or complainants.

Why we use it and our lawful bases

We use it to check your eligibility and identity, complete Right to Work checks, manage appointments and instructions, pay fees, investigate concerns and respond to audits. Our lawful bases are a contract with you, legal obligations where applicable, and our legitimate interests in managing a suitable expert panel, meeting MedCo contractual requirements and protecting claimants and our business. MedCo contractual duties are not automatically legal obligations.

If we need special category information, we will identify and record an additional legal condition before using it, such as necessity for legal claims or explicit consent where appropriate. Criminal offence information will only be processed where a lawful UK condition permits it. We collect only what is needed.

Who we share it with

Relevant professional and contact details may be shared with claimants, instructing parties and the OIC portal for your work. We share necessary panel, registration, accreditation and compliance information with MedCo, including Right to Work evidence on reasonable request. MedCo acts as a separate controller: <https://www.medco.org.uk/privacy-policy>.

Authorised staff and approved IT, administration, accounting and payment providers may access information where needed. We may disclose it to HMRC, the Home Office, professional regulators, insurers, legal advisers or other authorities where necessary and lawful. We do not sell personal data.

Storage and retention

We store and access your information in the UK and do not currently transfer it overseas. Any future change requires approval and lawful safeguards, with updated privacy information where required. Access is limited to authorised people.

Right to Work and identity evidence is kept throughout your engagement and for at least two years afterwards. Agreements and accreditation records are kept throughout the engagement and for six years afterwards. Payment records are kept for six years. Other records follow our retention schedule. Relevant records may be kept longer for an unresolved claim, complaint, investigation, audit or legal requirement.

Your rights and contact details

You can request access, correction and, where applicable, deletion, restriction or portability, or object to processing based on legitimate interests. Where we rely on consent, you can withdraw it without affecting earlier lawful processing. Rights may be limited where retention or processing is still lawfully required.

Required eligibility information is needed to engage you or continue instructing you. Please tell us promptly about any change to your contact details, identity, registration, accreditation, availability or permission to work in the UK.

Contact Rehana Kauser at info@medicalsuk.co.uk or 0161 628 3037. Requests are normally free and answered within one calendar month, subject to lawful exceptions. We acknowledge data protection complaints within three working days. 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.