

Data Protection Privacy Notice - Client (Version 005 271119)

This non-contractual notice explains what personal data (personal information) we hold about you, how we collect it, and how we use and may share personal information during the contract of services period with you and which is necessary to carry out our obligations for the performance of the contract. Please ensure that you read this notice and any other similar notice we may provide to you from time to time.

Who collects the personal information

The Company is a 'data controller' and gathers and uses certain personal information about you.

Data protection principles

The data protection principles which we will apply when gathering and using personal information are set out in our Data Protection Policy.

About the personal information we collect

A table summarising the personal information we collect and hold, how and why we do so, how we use it and with whom it may be shared is below.

Personal information may be shared with other parties, such as group companies and/or affiliated companies, external contractors and our professional advisers (e.g. legal and financial advisers), HR advisors and payroll providers, and potential purchasers of some or all of our business or on a re-structuring. The recipient of the personal information will be bound by confidentiality obligations. We may also be required to share some personal information to comply with the law. We seek to ensure that our personal information collection and processing is always proportionate. We will notify you of any material changes to personal information we collect or to the purposes for which we collect and process it.

Where personal information may be held

Personal information may be held at our offices and third-party agencies, service providers, representatives and agents as described above and in cloud-based IT services. In the event that we use cloud-based IT services, personal information may be transferred internationally to other countries around the world, including countries that do not have data protection laws equivalent to those in the UK. We have security measures in place to seek to ensure that there is appropriate security for personal information we hold. We may transfer your personal data outside of the EEA to Microsoft, Google, Dropbox and Code 42 which are predominantly in the USA. A finding of adequacy has been made in respect of these companies as they are registered with the Privacy Shield, which means the EU Commission is satisfied that any data transferred to Microsoft, Google, Dropbox and Code 42 will be adequately protected. We will transfer your personal data on the basis of these companies being registered with the Privacy Shield which certifies they will adhere to EU Data Protection Laws (GDPR).

How long we keep your personal information

We keep personal information during the Contract for Services and then for a further 10 years after the end of the contract should any claims be made under contract in respect of services provided.

Your rights to correct and access your personal information and to ask for it to be erased

Please contact our Data Protection Contact Sharon Richards-Glover if (in accordance with applicable law) you would like to correct or request access to personal information that we hold or if you have any questions about this notice. You also have the right to ask our Data Protection Contact for some, but not all, of the personal information we hold and process to be erased (the 'right to be forgotten') in certain circumstances.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing personal information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your personal information. If not, contact the Information Commissioner at ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Key to table below

Insurance - to comply with the terms of our insurance

LO – to ensure compliance with legal and/or regulatory obligations

Medical Professional – your doctors and other medical health professionals

Policies – to ensure compliance with our policies, such as EOP and sickness absence

PTC – to enter into/perform the contract

Personnel – relevant managers, HR, professional advisors, payroll and consultants

SA – for staff administration

SPI - for reasons of substantial public interest (e.g. equal opportunities, prevention and/or detection of unlawful acts)

SWP – to ensure safe working practices

The information we collect	How we collect the information	Why we collect the information (including legitimate interest)	How we use and may share the information
Your name, Address, Date of Birth <input type="checkbox"/>	From you or representative	PTC, Insurance, SPI, SWP	PTC, SA, SPI, SWP Share: Support Workers, Therapists, Personnel, our insurers, Medical Professionals,
Preferred method of contact, phone number, email address <input type="checkbox"/>	From you or representative	PTC, SA, SWP,	PTC, SA, SWP, SPI Share: Personnel (if required), Therapists, Medical professional,

Diagnosis <input type="checkbox"/>	From you or representative	PTC	PTC, SA, SWP, LO Share: Personnel, Medical Professional
Date of Injury <input type="checkbox"/>	From you or representative	PTC	PTC, SA, SWP Share: Personnel, Medical Professional
Family/Friend details: Name, Address, Phone Number, Email address, relationship to client <input type="checkbox"/>	From you or representative	PTC	PTC, SA, SWP Share: Personnel, Support Workers, Therapists, Medical Professionals (if required)
Main point of contact for client <input type="checkbox"/>	From you or representative	PTC, SA	PTC, SWP Share: Personnel, Support Workers, Therapists, Medical Professionals (if required)
Claim Status <input type="checkbox"/>	From you or representative	PTC	PTC, SA Share: Personnel, Medical professionals, Therapists
Litigation Solicitor Name <input type="checkbox"/>	From you or representative	PTC	PTC, SA Share: Personnel, Medical

			Professionals, Therapists, Family and friends of clients
Deputies Name <input type="checkbox"/>	From you or representative	PTC	PTC, SA Share: Personnel, Medical Professionals, Therapists, Family and friends of clients
Type of Instruction – Joint/Claimant <input type="checkbox"/>	From you or representative	PTC	PTC, SA Share: Personnel
Funding Availability <input type="checkbox"/>	From you or representative	PTC	PTC, SA Share: Personnel, Medical Professionals, Therapists,
Invoice Contact details <input type="checkbox"/>	From you or representative	PTC	PTC, SA Share: Personnel
Litigation Friend – (if appointed- Name, Address, relationship to client, phone number, Email address) <input type="checkbox"/>	From you or representative	PTC	PTC, SA Share: Personnel
Details of Support Package in place <input type="checkbox"/>	From you or representative	PTC, Policies, LO, Compliance for CQC	PTC, SA, SWP, LO Share: Personnel, Support Workers, Medical Professionals, therapists (if required)

<p>Medical notes or records <input type="checkbox"/></p>	<p>From you or representative</p>	<p>PTC</p>	<p>PTC, SA, SWP Share: Personnel, Therapists, Medical Professionals (if required)</p>
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<p>Reports from people involved in case (e.g. Expert witnesses and Therapists) <input type="checkbox"/></p>	<p>From you, representatives or Therapists, others involved in the case</p>	<p>PTC</p>	<p>PTC, SA, LO, Insurance Share: Personnel, Therapists, Medical Professionals (if required)</p>
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You are required to provide the categories of information marked '' above in order to perform the Contract for Services. Failure to provide the information may result in us being unable to provide the required services.

* Further details on how we handle sensitive personal information are set out in our Data Protection Policy.