

# Privacy Notice

## Individual Clients

1. MAPS Medical is the trading name of Medical and Professional Services Ltd, a company registered in England and Wales under number 3594950.
2. The company trades from 5<sup>th</sup> floor, 333 Edgware Road, Colindale, London NW9 6TD. Our telephone number is 0208 420 6363 and any email for our Data Protection Officer can be sent to [info@maps-medical.co.uk](mailto:info@maps-medical.co.uk) quoting 'Data Protection Issue' in the email subject line.
3. As a company providing expert witness evidence, we obtain medical reports and related services for law firms who wish to obtain medical evidence in support of legal claims brought by their clients, usually for personal injury or clinical negligence. We specialise in work for trade union members and sometimes obtain medical evidence on their direct instructions.
4. To perform our role, the law firm you have instructed to represent you in your legal case, or your trade union, will provide us with the information (data) we need to do our job for you and them. We process personal data such as your name, address, date of birth and telephone numbers as well as sensitive personal data regarding your health and trade union membership.
5. We recognise the importance and sensitivity of your data and we have designed and developed our systems for handling your data to do our very best to protect your legal rights and privacy while sharing required information appropriately.
6. We process this data to fulfil the contract we have with your lawyers or trade union to provide the required medical evidence and services. This fulfils our legitimate interest in obtaining the evidence you require to pursue your legal claim for compensation damages or to provide the service you have requested from your trade union.
7. Processing health data is required to enable us to obtain the medical evidence and services, and trade union membership is required to ensure that billing is processed in accordance with the funding trade union's requirements with your lawyers when that is applicable, or to ensure eligibility for the service requested.
8. We share your personal and health data with the doctors and medical services providers who we obtain the evidence from on your behalf. This usually includes the doctor who will examine you, your GP and any hospital or treatment provider from whom we obtain copies of notes and records, and any medical treatment or service provider required to be

involved in your case. We have contracts with them to ensure that they only use your data appropriately for these purposes.

9. You have certain specific legal rights in respect of our processing of your personal data. These can be summarised as the right to:
- transparency
  - information and access to personal data
  - rectification
  - erasure
  - restriction of processing
  - data portability
  - object to processing

You also have rights related to automated decision-making including profiling, and withdrawing consent, which are not relevant to the processing we do.

Full details of your rights and any limitations on them can be found at [www.ico.org.uk](http://www.ico.org.uk)

If you wish to exercise any of these rights, you should contact our Data Protection Officer using the details contained in paragraph 2 above.

10. We retain your data for a period of seven years from the date that we are informed by your lawyer that they have closed your case file. If we obtain your health records on behalf of your lawyers or trade union, our copy of those records is retained for a period of six months after they are first provided to the requested recipient.
11. We never sell your data to third parties, nor is it used for marketing purposes, automated decision making or profiling. Your data is not sent to any country outside the European Economic Area (EEA) or to international organisations.
12. We are registered with the Information Commissioner's Office (ICO), number Z7060219.

### **Complaints about Data Protection**

If you wish to make a complaint about the handling of your data, then please set out full details of your complaint together with any relevant dates and email it to [compliance@maps-medical.co.uk](mailto:compliance@maps-medical.co.uk) and it will be passed to Ann-Marie Christie, the Data Protection Officer to investigate.

If, for any reason, you are unable to email your complaint and wish to report your complaint verbally, then please telephone the compliance assistant Ijeoma Ufomadu-Olisa on 0208 420 6772 in the first instance and she will be able to take details of your complaint.

We will:

- acknowledge receipt of your complaint within 30 days of receiving it;
- Without undue delay, take appropriate steps to respond to complaints, including making appropriate enquiries, and keep you informed; and
- Without undue delay, tell you the outcome of your complaint.

You have the right to complain to the Information Commissioner's Office (ICO) if you are not happy with the handling or outcome of your complaint. The ICO only deals with complaints about data protection.