

Privacy Notice

Individual Expert Witnesses

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 5th 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 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.
4. You have provided us with your personal data so that we can in turn provide your details and CV to our law firm customers to enable them to select a medico-legal expert witness to prepare a medical report or other medical evidence or services for them in their particular case.
5. We therefore hold and process each panel expert's data to enable us to supply that to the prospective customers before they enter into a formal contract to supply a medico-legal report or service on a particular case.
6. Because we share this data with our main customer through their case management system, we have a contractual agreement with them that they are joint controllers of that data for these purposes. We have similar contractual terms with other customers.
7. We also hold the data to enable us to deal with financial transactions with you and our customers so as to fulfil the contractual requirements of billing and payment and any related statutory obligations. In addition, we use your data when we provide feedback on the medico legal aspect of your scope of practice, for your appraisal and revalidation processes or send you information relevant to continuing professional development (CPD).
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 - 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.

9. We retain your data while you are a member of our panel of expert witnesses or while necessary to fulfil any outstanding contractual or legal requirements.
10. 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.
11. We are registered with the Information Commissioner's Office (ICO), number Z7060219.

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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 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.