

## UK Independent Medical Limited Privacy Notice – Mental Capacity Assessments

### **Who We Are**

UK Independent Medical Services Limited “we” are a provider of specialist outsourcing services to the insurance and legal industries.

We have been asked to contact you by your financial service provider, to carry out Mental Capacity Screening Assessments.

The following privacy policy explains how we use any personal data we collect about you.

### **The Purpose for Processing:**

We will need to process your personal data, and in particular personal data relating to your health, for the following reasons:

- To facilitate in the creation of an independent medical report. This can include arranging an assessment for you.
- To provide you with service updates or important notices that we think may impact on our ability to deliver services to you.
- In order to form a defence of any legal claim that may be brought against us.
- To process your personal data in line with any legal obligations we are required to comply with. This will include our obligations to you in relation to the processing of your personal data.
- We may also contact you directly to carry out satisfaction surveys after your medical appointment has taken place in order to continually improve our service.
- To carry out market research to help us improve our services and product offerings, however we will ask for separate consent prior to this.

We can assure you that we will only ever process the minimum personal data required to carry out the services identified above.

### **Lawful Basis for Processing**

We will process your personal data in line with the following lawful bases:

#### **Explicit Consent**

We will process your personal data only where we have your explicit and informed consent to do so. Our consent can be captured via email or over the phone. Your consent is obtained to process your personal data in general, and to share the outcome of the assessment back to your instructing party. You can revoke your consent at any time.

#### **Legal Obligations**

We may be required to process your personal data to comply with our legal obligations. This can include complying with a subject access request you have made or supplying personal data to public authorities once we have verified a request.

### **Categories of Personal Data Collected**

We will have received the following information from your financial service provider prior to us getting in touch with you:

- Your name, basic personal information (address, date of birth) and contact details
- Whether you require the assistance of another person during your assessment, and their details.
- Information relating to your health, including any prior diagnoses that could affect your memory or mental abilities.
- The reason for the referral for an assessment,
- Information regarding your estate planning so that we can confirm your understanding of this during the assessment.

During our service our in-house psychologists will conduct a series of assessments and review the outcomes to determine your mental capacity. The information created will be stored on our secure network, before being shared back to your instructing financial service provider.

### **Categories of Recipients**

- We will be required to transfer your personal data to your instructing financial service provider.
- We will never share your information with any third parties, other than what where are required to by law.
- Your personal data will not be shared or stored outside the United Kingdom unless we have been specifically instructed to do this by your financial service provider. In these exceptional cases we will ensure that all appropriate safeguards are in place and third parties comply with all applicable Data Protection Regulations, including the General Data Protection Regulation and the Data Protection Act.

### **Retention Period**

We will retain your personal data:

- During the course of our service provision
- For a further 7 years following the settlement of your case

We will only use your personal data to the extent necessary to comply with our legal obligations (for example for HMRC financial accounting obligations as well as to enable us to defend any claim that may be brought against us in respect of the work we undertake as a business).

### **Your Rights:**

Under the Data Protection Act you have the following rights in relation to your personal data.

- **Right to Access** - You have a right to request a copy of your personal data.
- **Right to Rectification** - You have the right to ask us at any time to make any corrections or remove any personal data that you believe is inaccurate.

- **Right to Erasure** - You have the right to request the erasure of the personal data. However we may still need to retain personal data to comply with our legal obligations. In the event of a request we will provide you with full details of the personal data that we are required to retain.
- **Right to Restriction** - You have the right to request a restriction in the processing of your personal data.
- **Right to Objection** - You have the right to object to the processing of your personal data.

We will aim to respond to any requests relating to your rights without undue delay and in any case within one calendar month of receipt of your request. If we are unable to comply with a request for any reason then we will provide you with a full justification in writing within one calendar month of receipt of your request. We may ask you to confirm your identity so that we can validate a request. If you would like to make a request, please email or write to us using the contact details provided below.

We will also notify your financial service provider if we receive a request from you as we are processing your data on the instruction of your financial service provider. Should your financial service provider, as the data controller, object to us complying with your request, we will notify you accordingly.

### **Complaints**

If you are unhappy about any aspect of our process and you would like to file a complaint please contact us using the details below.

Alternatively if you would like to make a complaint or report a concern about the way in which we have processed your personal data then please contact the Information Commissioner's Office who will be able to provide further assistance.

### **Changes to our Privacy Policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 1<sup>st</sup> August 2024.

### **Contact Us**

If you have any further questions or would like to raise any concerns about the way in which your personal data has been processed, please feel free to contact our Data Protection Officer using the information provided below:

Email: [wellbeing@ukindmed.com](mailto:wellbeing@ukindmed.com) - Please indicate in the header of the email that the email is intended for the Data Protection Officer.

Write to us:

Data Protection Officer  
Legal and Compliance Dept  
Brenner House,  
Rainton Bridge Business Park,  
Houghton-le-Spring,  
DH4 5RA