



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

Document Name	APC (P) Privacy Policy (Division Business) Internal Document
Version	V.3
Approved by	Mani Neelamegan
Approval Date	7 January 2021
Last Reviewed on	7 January 2021

From 25 May 2018, the EU General Data Protection Regulation ((EU) 2016/679) (GDPR) replaced the current regime established by the Data Protection Act [1998]. It is supplemented by the Data Protection Act [2018]. This Policy is incorporated into ("Terms & Conditions") and applies to information obtained by us through your use of the information, software, products and services made available through the www.annphysiocare.com website.

This Privacy Policy should read alongside, and in addition to, our Terms and Conditions, which can be found at:

<http://medicallegalreport.co.uk/>

Definitions and Interpretation

1. In this Privacy Policy, the following definitions are used:

Data - Collectively all information that you submit to **Medical Legal Reports** via the website. This definition incorporates, where applicable, the definitions provided in the **Data Protection Laws**;

Cookies - A small text file placed on your computer by this website when you visit certain parts of the website. Details of the cookies used by this website are set out in the clause below - "Cookies";

Data Protection Laws - any applicable law relating to the processing of personal Data, including but not limited to the **Directive 96/46/EC (Data Protection Directive)** or the **GDPR**, and any national implementing laws, regulations and secondary legislation, for as long as the **GDPR** is effective in the UK;

GDPR - the **General Data Protection Regulation (EU) 2016/679**;

PECR - **Privacy and Electronic Communications Regulations 2003/2426 (as amended)**. Providers, such as Medical Legal Reports, who use publicly available electronic communications services must follow **PECR**, rather than **GDPR**, reporting procedures for personal data breaches on their network;

MEDICAL LEGAL REPORTS

APC (P) Privacy Policy (Division Business) Internal Document



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

Medical Legal Reports -based at:-

Oak Lodge
Gwernllwynchwyth Road,
Swansea,
SA7 9DT.

Certificate of Incorporation filed 21st February 2012 in accordance with *Section 1115 of the Companies Act [2006]*;

UK and EU Cookie Law - the *Privacy and Electronic Communications (EC Directive) Regulations [2003]* as amended by the *Privacy and Electronic Communications (EC Directive)(Amendment) Regulations (PECR) 2011*;

User or you - any third party that accesses the website and is not either

- (i) employed by **Medical Legal Reports** and acting in the course of their employment or;
- (ii) engaged as a consultant or otherwise providing services to **Medical Legal Reports** and accessing the website in connection with the provision of such services; and;

Website - the website you are currently using;

<http://medicallegalreport.co.uk/>

and any sub domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation:

- a) the singular includes the plural and vice versa;
- b) references to sub-clauses, clauses, schedules or appendices are to sub-clause, clauses, schedules or appendices of this privacy policy;
- c) a reference to a person includes firms, companies, government entities, trusts and partnerships;
- d) "including" is understood to mean "including without limitation";
- e) reference to any statutory provision includes any modification or amendment of it;
- f) the headings and sub headings do not form part of this privacy policy

MEDICAL LEGAL REPORTS

APC (P) Privacy Policy (Division Business) Internal Document



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

Scope of this privacy policy

3. This privacy policy applies only to the actions of **Medical Legal Reports** and **Users** with respect to this website. It does not extend to any websites that can be accessed from this website including, but not limited to, any links we may provide to social media websites.

4. For purposes of the applicable **Data Protection Laws**, **Medical Legal Reports** is the "data controller". This means that **Medical Legal Reports** determines the purposes for which, and the manner in which, your Data is processed.

Data Collected

5. We may collect the following Data, which includes personal Data, from you:

- a. name;
- b. date of birth;
- c. gender
- d. job title;
- e. profession;
- f. contact information such as email addresses and telephone numbers;
- g. demographic information such as postcode, preferences and interests;;
- h. financial information such as credit/debit card numbers;
- i. IP address (automatically collected);
- j. web browser type and version (automatically collected);
- k. operating system (automatically collected);

l. a list of URL's starting with a referring site, your activity on this website, and the site you exit to (automatically collected);

in each case, in accordance with this [Privacy Policy](#).

MEDICAL LEGAL REPORTS

APC (P) Privacy Policy (Division Business) Internal Document



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

How we collect Data

6. We collect Data in the following ways:

- a. data is given to us by you;
- b. data is received from other sources; and
- c. data is collected automatically.

Data that is given to us by you

7. **Medical Legal Reports** will collect your Data in a number of ways, for example:

- a. when you contact us through the website, by telephone, post, e-mail or through any other means;
- b. when you register with us and set up an account to receive our products/services;
- c. when you complete surveys that we use for research purposes (although you are not obliged to respond to them);
- d. when you enter a competition or promotion through a social media channel;
- e. when you make payments to us, through this website or otherwise;
- f. when you elect to receive marketing communications from us;
- g. when you use our services;

in each case, in accordance with this privacy policy.

Data that is received from third parties

8. **Medical Legal Reports** will receive Data about you from, but not limited to, the following third parties:

- a. Doctors and Medical Practitioners;
- b. Medico-Legal Agencies;
- c. Agencies;

MEDICAL LEGAL REPORTS

APC (P) Privacy Policy (Division Business) Internal Document



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

- d. Solicitors;
 - e. Insurance companies;
 - f. Health Care Professionals.
-

9. We will receive data about you from the following publicly available third party sources:

- a. Doctors and Medical Practitioners;
 - b. Medico-Legal Agencies;
 - c. Agencies;
 - d. Solicitors;
 - e. Insurance companies;
 - f. Health Care Professionals.
-

Data that is collected automatically

10. To the extent that you access the website, we will collect your Data automatically, for example:

a. we automatically collect some information about your visit to the website. This information helps us to make improvements to website content and navigation, and includes your IP address the date, times and frequency with which you access the website and the way you use and interact with its content.

b. we will collect your data automatically via cookies, in line with the cookie settings on your browser. For more information on how we use them on the website, see the section below on "Cookies".

Our use of Data

11. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our website. Specifically, Data may be used by us for the following reasons:

- a. internal record keeping;
- b. improvement of our products/services;
- c. transmission by email of marketing materials that may be of interest to you;

MEDICAL LEGAL REPORTS

APC (P) Privacy Policy (Division Business) Internal Document



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

d. contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customise or update the website;

e. therapy;

in each case, in accordance with this privacy policy.

12. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interest. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed **"Your Rights"** below).

13. For the delivery of direct marketing to you via e-mail, we'll need your consent, whether via an opt-in or soft-opt-in:

a. soft-opt-in consent is a specific type of consent which applies when you have been previously engaged with us (for example, you contact us to ask us for more details about a particular product/service, and we are marketing similar products/services). Under "soft-opt-in" consent, we will take your consent as given unless you opt-out.

b. for other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we'll provide.

c. if you are not satisfied about our approach to marketing, you have the right to withdraw your consent, see the section headed **"Your Rights"** below.

14. When you register with us and set up an account to receive our services, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

15. We may use your Data to show you **Medical Legal Reports** adverts and other content on other websites. If you do not want us to use your data to show you **Medical Legal Reports** adverts and other content on other websites, please turn off the relevant cookies (please refer to the section headed **"Cookies"** below).

Who we share data with.

16. We may share your Data with the following groups of people for the following reasons:

a. any of our group companies or affiliates to collect and store data; transferring current client information for the purposes of providing their expertise to the clients condition, authorising sessions and ensuring the smooth handling of case management and client peace of mind;

MEDICAL LEGAL REPORTS

APC (P) Privacy Policy (Division Business) Internal Document



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

b. our employees, agents and/or professional advisors to make/take calls from clients and update electronic records To identify, inter alia, location, profession and nature of the injury, providing correct, up-to-date information and ultimately advising the client on the best way to proceed based on their locality;

c third party service providers who provide services to us which require the processing of personal data for identification of clients and their location. Ultimately, providing the customer with choice when it comes to their therapeutic needs;

d. third party payment providers who process payments made over the website for pre-agreed services, such as, therapy;

e. therapy to treat the physical body and all associated conditions;

in each case, in accordance with this [Privacy Policy](#).

Keeping data secure

17. We will use technical and organisational measures to safeguard your data, for example:

- a. access to your account is controlled by a password and username that is unique to you;
- b. we store your Data on secure servers;

18. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address: medicallegalreport@gmail.com

20. If you want detailed information from **Get Safe Online** on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org.

Get Safe Online is supported by HM Government and leading businesses.

21. We have what we believe are appropriate security controls in place to protect personal data. Risk assessment, including assessing risks to the rights and freedoms of data subjects, is at the heart of our Information Security Management System (ISMS).

We do not, however, have any control over what happens between your device and the boundary of our information infrastructure. You should be aware of the many information security risks that exist and take appropriate steps to safeguard your own information. *We accept no liability in respect of breaches that occur beyond our sphere of control.*

Data Retention

MEDICAL LEGAL REPORTS

APC (P) Privacy Policy (Division Business) Internal Document



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

22. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this *Privacy Policy* or until you request that the Data be deleted.

23. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your Rights

24. You have the following rights in relation to your Data:

a. Right of Access

- Right to Request:-

(i) copies of the information we hold about you at any time; or
(ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive". Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.

b. Right to Correct

-the right to have your Data rectified if it is inaccurate or incomplete.

c. Right to Erase

-the right to request that we delete or remove your Data from our systems.

d. Right to Restrict our use of your data

-the right to "block" us from using your Data or limit the way in which we can use it.

e. Right of Data Portability

-the right to request that we move, copy or transfer your Data.

f. Right to Object - the right to object to our use of Data including where we use it for our legitimate interests.

25. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact via this email address: medicallegalreport@gmail.com

26. It is important that the Data we hold about you is accurate and current. *Please keep us informed if your Data changes during the period for which we hold it.*



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

Links to other Websites

27. This website may, from time to time, provide links to other websites and are not responsible for the content of these websites. This *Privacy Policy* does not extend to your use of such websites. You are advised to read the *Privacy Policy* or statement of other websites prior to using them.

Changes of business ownership

28. **Medical Legal Reports** may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of **Medical Legal Reports**. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of the *Privacy Policy*, be permitted to use the Data for the purposes for which it was originally supplied to us.

29. We may also disclose Data to a prospective purchaser of our business or any part of it.

30. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

Cookies

31. This website may place and access certain Cookies on your computer. **Medical Legal Reports** uses Cookies to improve your experience of using the website and to improve our range of products and services. **Medical Legal Reports** has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.

32. All Cookies used by this website are used in accordance with current UK and EU Cookie Law.

33. Before the website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling **Medical Legal Reports** to provide a better experience and service to you. you may, if you wish, deny consent to the placing of Cookies; however certain features of the website may not function fully or as intended.

34. This website may place the following Cookies:



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

Type of Cookie - Purpose

Strictly necessary Cookies -

These are cookies that are required for the operation of our website. They include, for example, Cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

Analytical/Performance Cookies -

They allow us to recognise and count the number of visitors and to see how **visitors** move around our website when they are using it. This helps us to improve the way our website works, for example by ensuring that users are finding what they are looking for easily.

Functionality Cookies -

These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Targeting Cookies -

These Cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

35. You can find a list of Cookies that we use in the *Cookies Schedule*.

36. You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.

37. You can choose to delete Cookies at any time; however you may lose any information that enables you to access the website more quickly and efficiently including, but not limited to, personalisation settings.

38. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

39. For more information generally on Cookies, including how to disable them, please refer to aboutcookies.org. You will also find details on how to delete cookies from your computer.



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

General

40. You may not transfer any of your rights under this *Privacy Policy* to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.

41. If any court or competent authority finds that any provision of this *Privacy Policy* (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.

42. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

43. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this Privacy Policy

44. **Medical Legal Reports** reserves the right to change this privacy policy as we may deem necessary from time to time as may be required by law. Any changes will be immediately posted on the website and you are deemed to have accepted the terms of the privacy policy on your first use of the website following the alterations.

You may contact **Medical Legal Reports** at: rmedicallegalreport@gmail.com.

Attribution

45. Directgov -

<http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

Advisory, Conciliation and Arbitration Service (Acas) -

<http://www.acas.org.uk/index.aspx?articleid=3717>

Information Commissioners Office (ICO) -

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

DMA -

<https://dma.org.uk/gdpr>

IT Governance -

<https://www.itgovernance.co.uk/privacy-notice#7>

MEDICAL LEGAL REPORTS

APC (P) Privacy Policy (Division Business) Internal Document



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

Cookies

Below is a list of Cookies that we use. We have tried to ensure this is complete and up to date, but if you think that we have missed a Cookie or there is any discrepancy, please let us know.

Strictly Necessary

We use Cookies to allow clients to navigate the website and "log in" as a client. We encourage clients to engage in their own recovery by booking, amending and cancelling their own appointments for their own convenience.

Analytical/Performance

Medical Legal Reports uses this data to observe the number of times a client uses the site, how they use it and where they visit next. This is used to continually improve the websites function and making it consumer friendly. Occasionally offering adverts/services where it is appropriate to do so.

Functionality

Offering a more bespoke service and allowing clients the opportunity to "*quick log-in*" and "*auto-fill*" features. This is more time efficient for the client at subsequent visits. In addition, to recognise repeat visitors and maintain a friendly, personalised service.

Targeting

Medical Legal Reports works hard to keep its clients at the core of what they do. They would only ever use advertising if it was relevant or appropriate on a case by case basis.

Complaints

Clients and service users are at the core of what we represent. However, in the event that you are dissatisfied with our performance, we would welcome your feedback as we continually strive to improve.

To contact us:-

Address: Oak Lodge
Gwernllwynchwyth Road,
Swansea,
SA7 9DT
Tel: 0330 124 2392
Email: <http://medicallegalreport.co.uk/>



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

46. If you are still unsatisfied with how we handled your Data/complaint, you may be able to refer your complaint to the relevant data protection authority.

For the UK, this is the **Information Commissioners Office (ICO)**. The ICO's contact details can be found at their website at <https://ico.org.uk/>.



MEDICAL LEGAL REPORTS

OAK LODGE, GWERNLLWYNCHWYTH ROAD, LLANSAMLET, SWANSEA, SA7 9DT

WWW.MEDICALLEGALREPORT.CO.UK

~ Policy Implementation Notice ~

This is the policy statement of:

MEDICAL LEGAL REPORTS

The overall and final responsibility for this policy is that of:

DIRECTOR

Signed:

Dated

07/06/2021

Day-to-day responsibility for ensuring this policy is put into practice is delegated to:

MANI NEELAMEGAN

Policy Review Date: 07/06/2021

Next Review Date: 07/06/2022
