

UK Independent Medical Limited Privacy Notice – Mental Health Services

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 Employer, Solicitor, or EAP counsellor to carry out Mental Health Services.

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 provision of Mental Health Services. 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.
- Only where deemed necessary to do so, we may share your information with your GP and/or emergency services where we have identified a safeguarding issue or a concern regarding your physical wellbeing or the wellbeing of others.

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. Your consent can be captured via email or over the phone, or via the fact that you have referred yourself.

Your consent is obtained to process your personal data in general – where this is not previously obtained by our instructing party then we will request this from you. 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. 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).

Categories of Personal Data Collected

We will have received the following information 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,

During our service our in-house psychologists will conduct a series of assessments and provide counselling. The information created will be stored on our secure network.

Categories of Recipients

- We may be required to transfer your personal data to your Employer.
- 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 Employer. 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 UK General Data Protection Regulation and the Data Protection Act 2018.

Retention Period

We will retain your personal data:

- During the course of our service provision
- For a further 7 years following the end of the service.

Your Rights:

Under the UK GDPR 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.

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 13th February 2026.

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 - 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