

UK Independent Medical Limited Privacy Notice – Rehabilitation 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, Insurer, or EAP counsellor to carry out Rehabilitation Services, including but not limited to Physiotherapy and CBT.

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 Rehabilitation 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.
- Calls are recorded for training and monitoring purposes

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:

Legitimate Interest

We believe that we have a genuine and legitimate reason to process your personal data as you wish to enter or have entered into our services. We do not expect that processing your personal data will harm any of your rights and interests.

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).

Health or Social Care

As part of our processing activity we will be required to process health related personal data. We will be processing this data under Article 9.2.h. of the UK General Data Protection Regulation which allows us to be able to process special category data where it is required for occupational health, including but not limited to, preventative or occupational medicine, assessing working capacity for an employee and providing associated health or social care treatment.

Consent

We will seek your consent for the disclosure of your treatment outcome report to your employer. The data disclosed will be strictly related to your health in relation to your work and is likely to include advice about your fitness for work, how this might change in the future and any workplace adjustments that might help you.

If you wish to withdraw your consent prior to the release of your report please contact a member of our team using the contact information provided below.

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
- Information relating to your health and employment.
- The reason for the referral for an assessment,

The information created will be stored on our secure network.

Categories of Recipients

- We will share your information with our Outsourcing panel of Rehabilitation providers, to the extent necessary to fulfil our service.
- We may be required to transfer your personal data to your Employer, where this considers special categories of personal data this will be done with your consent.
- We will never share your information with any third parties unrelated to our service, other than what where are required to by law.

- Your personal data will not be shared or stored outside the United Kingdom. In some 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.

How to Raise a Complaint

If you have any concerns about how we handle your personal data, you have the right to raise a complaint with us. We will acknowledge your complaint and handle it in accordance with our data protection complaints process.

If you are not satisfied with our response, or if we do not respond within a reasonable timeframe, you have the right to escalate your complaint to the **Information Commissioner's Office (ICO)**, the UK supervisory authority for data protection.

You can contact the ICO at:

www.ico.org.uk/make-a-complaint

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.

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 21st September 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: Rehab@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