



Data Protection and Privacy Policy

22/11/2024

1. Introduction and Contact Details

MediDrive Assessments Ltd is committed to protecting the privacy and security of our clients' personal and medical information. This policy outlines how we handle, store, and process data to comply with GDPR and other data protection regulations.

2. Data We Collect

Personal Details:

- Name, DOB
- Contact Information (phone number, email address)

Medical Information:

- Comprehensive medical notes brought by clients to appointments.

3. How We Use Your Data

We collect and process your personal data for the following purposes:

- To schedule and manage your appointment.
- To provide medical services as required.
- To communicate with you regarding your appointment or medical reports.
- To retain scanned copies of completed forms for reference by both the client and the company

4. Data Storage and Security

Physical Records:

- Clients' original medical notes are returned to them at the end of the appointment. We do not store/keep these physical documents.
- At time of appointment, all measures will be taken to ensure these are not left unattended

Digital Data:



- Personal details for booking are stored securely in encrypted systems.
- Only essential data is stored, and access is limited to authorised staff.
- Scanned copies of completed forms are stored securely on our encrypted computer system

5. Data Access and Confidentiality

Staff Training:

- Our staff are trained on data protection and confidentiality procedures.
- They are aware of the importance of safeguarding personal and medical information.

Access Control:

- Only authorised personnel have access to personal and medical data.
- Digital data is protected by role-based access controls and encryption.

6. Data Retention

Physical Records:

- No physical medical records are retained. Data

Digital Data:

- Booking details are retained for up to 2 years from the point of last contact and securely deleted after this period. The personal details will not be kept for longer than necessary for its purpose. Scanned copies of the medicals will usually be kept for the active duration of the medical, usually 5 years.

7. Data Protection Rights

You have the following rights regarding your personal data:

- Right to Access: Request access to your personal data we hold.
- Right to Rectification: Request correction of inaccurate data.
- Right to Erasure: Request deletion of your data under certain conditions.
- Right to Restrict Processing: Request restriction on how we process your data.
- Right to Data Portability: Request a copy of your data in a structured format.

To exercise these rights, please contact us using the details provided below.

booking@medidrive.uk

8. Data Breach Management

**Incident Response Plan:**

- We have procedures in place to manage data breaches or security incidents.
- In the event of a data breach, we will notify affected individuals and relevant authorities within 72 hours.

9. Contact Information

Full name of legal entity: MediDrive Assessments Ltd, trading as MediDrive UK

For any questions or concerns regarding your data or this policy, please contact:

MediDrive Assessments Ltd

Address: 8 Gainsborough Rd, London E11 1HT

Phone: 0207 088 8099

Email: booking@medidrive.uk

You have the right to file a complaint with the Information Commissioner's Office (ICO), the UK's authority on data protection matters, at any time (www.ico.org.uk). However, we would be grateful and value your concerns directly before you contact the ICO, so please reach out to us first.

Additionally, it is essential that the personal information we hold about you remains accurate and up-to-date. Please notify us of any changes to your personal data during the course of our relationship.

10. Policy Updates

We may update this policy from time to time. Any changes will be posted on our website, and significant changes will be communicated to you.