

## General Privacy Policy

This privacy policy describes how NPsych Clinical Neurosciences Ltd (hitherto referred to as NPsych, we, us or our) collects and uses personal information, in accordance with the Data Protection Act 2018 (DPA 2018) and the General Data Protection Regulation (GDPR). Personal information is any data which can identify an individual.

### *Identity & contact details of controller & the DPO*

Please read this policy carefully and contact us if you have any queries by emailing us at: [office@npsych.co.uk](mailto:office@npsych.co.uk) and marking your e-mail FAO: Data Protection Officer

or by writing to:

The Data Protection Officer  
NPsych Clinical Neurosciences Ltd  
Trym Lodge  
1 Henbury Road  
Westbury-on-Trym  
Bristol  
BS9 3HQ

This privacy policy applies to the following groups whose personal information we collect and use including:

Lawyers and law firms  
Experts  
Service providers (e.g. accountants, insurers, office services)

This privacy policy does not apply to:

Claimants in legal cases in which we are instructed to provide expert witness services. We have published a separate privacy policy governing the way such information is processed.

### *Lawful basis for processing*

We will only process your data where it is necessary to support the legitimate interests of our business.

NPsych only collects personal data for specified, explicit and legitimate reasons. We will only process personal data where it is necessary to do so for the purpose for which it was obtained. When personal data is no longer needed for the purpose for which it was obtained it will securely deleted or destroyed according to the retention policy detailed below.

### *Categories of personal data held*

Contact details of solicitor and insurer clients insofar as these are required for the administration and correspondence in cases in which we are instructed to provide expert witness services.

Contact details of other expert witnesses with whom we may be required to liaise from time to time in carrying out our duties as an expert witness.

Contact details for other service providers (e.g. accountants, insurers, office services etc) insofar as these are required to procure relevant services as necessary.

### *Any recipient or category of recipients of the personal data*

We may share your contact information with other solicitors or experts either for business referral purposes or in connection with the provision of our expert witness services.

### *Details of transfers to third country and safeguards*

No personal data is transferred outside of the EEA.

#### *Retention period or criteria used to determine retention period*

Personal data is retained for a period of 6 years following conclusion of the claim, in accordance with guidelines concerning the retention of evidence used in a legal case, after which all such data will be permanently deleted.

#### *Data Security*

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition we limit access to your personal data to those employees who have a business need to know. All staff are aware of their duty of confidentiality.

We have put in place procedures to deal with any suspected data breach and will notify you and the applicable regulator of a suspected breach where we are legally required to do so.

#### *The existence of data subjects' rights*

Under certain circumstances, by law you have the right to:

1. Request access to your personal data. This enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
2. Request a correction of personal data we hold about you.
3. Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue to process it. You also have the right to ask us to remove your personal data where you have exercised your right to object to processing (see below).
4. Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and you wish to object to processing on this basis.
5. Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want to establish its accuracy or the reason for processing it.

If you want to exercise any of the above rights please contact us. You will not normally need to pay a fee to access your personal data however we may charge a reasonable fee if your request for access is clearly unfounded and excessive.

#### *Complaints*

If you have any complaints regarding our data processing activities please contact:

The Data Protection Officer  
NPsych Clinical Neurosciences Ltd  
Trym Lodge  
1 Henbury Road  
Westbury-on-Trym  
Bristol  
BS9 3HQ

If you are not happy with our response you have the right to lodge a complaint with the Information Commissioner's Office.