

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 and marking your e-mail FAO: Data Protection Officer

or by writing to:

The Data Protection Officer
NPsych Clinical Neurosciences Ltd
The Garden Room
12 Dowry Square
Bristol
BS1 6JS

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
The Garden Room
12 Dowry Square
Bristol
BS1 6JS

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

Privacy Notice for Claimants

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Identity & contact details of controller & the DPO

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or by writing to:

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12 Dowry Square
Bristol
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This privacy policy applies solely to Claimants in legal cases in which we are instructed to provide expert witness services.

Please refer to our General Privacy Policy for
Lawyers and law firms
Experts
Service providers (e.g. accountants, insurers, office services)

Lawful basis for processing

Processing of personal data is undertaken in the legitimate interests of NPsych and those of our instructing party in providing expert witness services in connection with the establishment, exercise or defence of legal claims.

In addition, explicit consent for the collection, processing and subsequent sharing of special category data (i.e. neuropsychological test data and information divulged at interview including, but not restricted to, personal medical, social, educational and employment details) will be sought from Claimants at examination.

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 be securely deleted or destroyed according to the retention policy detailed below.

Categories of personal data held

Evidence relating to individual Claimants in claims in which we have been instructed to provide expert witness services. This may include personal data such as name, date of birth and contact details as well as special category personal data contained within medical records, educational records, employment records, social services records, expert reports and any other evidence we are provided with by our instructing party to enable us to carry out our expert role.

Neuropsychological test data and information disclosed at interview held in relation to individual Claimants for the purposes of preparing an expert neuropsychological report.

Any recipient or category of recipients of the personal data

We will share your information with our instructing party in accordance with our instructions to provide expert witness services.

We may on occasion be instructed to share your neuropsychological test data with other neuropsychological professionals involved in your legal case, rehabilitation or care.

Details of transfers to third country and safeguards

The use of certain neuropsychological testing platforms requires that some test data be transferred outside of the European Economic Area (either to USA or Canada) in order to facilitate detailed scoring and analysis. Where this is necessary only anonymised data is transferred (i.e. not readily identifiable) to maximize security of your data.

Retention period or criteria used to determine retention period

Any records or evidence supplied to us during the course of your claim will be securely disposed of or deleted on receipt of notification from our instructing party that case is concluded or alternatively that our involvement in the claim is concluded. We will continue to hold (in archived format) copies of certain documents 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 they will be permanently deleted. Such documents include copies of instructions from our instructing party, our notes, and reports and letters provided by us during the course of the claim, together with copies of the neuropsychological test forms completed during the course of any examinations undertaken and results obtained.

Data Security

We have put in place commercially reasonable and appropriate physical and technological 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, agents and other third parties who have a business need to know. They will only access your personal data on our instructions and they are subject to a 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.

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