Independent Medico-Legal Expert Reports t/a IMLER

Data Protection Policy

Last Updated: June 2026

Next Review: May 2027



Data Protection Policy

We are registered with the Information Commissioner's Office and our registration reference is: ZC195660

1. Policy Statement

Independent Medico-Legal Expert Reports Ltd ("IMLER", "we", "our", "us") is committed to protecting personal information and ensuring that all personal data is processed lawfully, fairly, securely and transparently.

As an organisation handling confidential medico-legal information, we recognise our obligations under the:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR), where applicable
- Any other relevant UK legislation

This policy sets out how personal information is protected throughout our business.

2. Scope

This policy applies to:

- Directors
- Employees
- Contractors
- Consultants
- Medical Experts instructed by IMLER where appropriate
- Temporary staff
- Anyone processing personal information on behalf of IMLER

It applies to all personal data regardless of format including:

- Electronic records
- Paper records
- Emails
- Medical records
- Audio recordings
- Digital images
- Portable devices
- Cloud-based systems

3. Our Responsibilities

IMLER is responsible for ensuring personal information is:

- Collected lawfully
- Used only for legitimate business purposes
- Accurate and kept up to date
- Stored securely
- Accessible only by authorised persons
- Retained only as long as necessary
- Disposed of securely

All individuals working for IMLER are responsible for complying with this policy.

4. Data Protection Principles

IMLER processes personal information in accordance with the principles contained within Article 5 UK GDPR.

Personal information must be:

- Processed lawfully, fairly and transparently
- Collected for specified legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and kept up to date

- Retained only for as long as necessary
- Protected by appropriate technical and organisational measures
- Processed in a manner that demonstrates accountability

5. Personal Data We Process

Depending upon the services provided, IMLER may process:

- Names
- Addresses
- Telephone numbers
- Email addresses
- Dates of birth
- Occupation
- Client reference numbers
- Case information
- Billing information
- Correspondence
- Medical records
- Clinical reports
- Hospital records
- GP records
- Diagnostic imaging
- Expert reports
- Court documents
- Insurance documentation

6. Special Category Data

As part of providing independent medico-legal services, IMLER regularly processes Special Category Personal Data including:

- Physical health
- Mental health
- Disabilities
- Medical history
- Medical treatment
- Diagnostic reports

Processing is undertaken only where permitted under Article 9 UK GDPR and Schedule 1 of the Data Protection Act 2018.

7. Lawful Basis for Processing

Personal information is processed under one or more lawful bases including:

- Consent
- Performance of a contract
- Taking steps before entering into a contract
- Legal obligation
- Legitimate interests
- Establishment, exercise or defence of legal claims

8. Security Measures

IMLER uses appropriate technical and organisational measures to safeguard personal information.

These include:

- Password-protected systems
- Multi-factor authentication where available
- Encryption of devices where appropriate
- Secure cloud storage
- Secure email systems
- Restricted access controls
- Antivirus and malware protection
- Firewalls
- Regular software updates
- Secure document disposal
- Confidential waste procedures
- Physical security for paper records

Access is restricted strictly to individuals who require the information for legitimate business purposes.

9. Confidentiality

Everyone working on behalf of IMLER must:

- Maintain confidentiality
- Protect sensitive information
- Prevent unauthorised disclosure
- Report suspected breaches immediately
- Follow all security procedures

Confidential information must never be disclosed without lawful authority.

10. Data Sharing

Information is shared only where necessary and lawful.

Recipients may include:

- Independent Medical Experts
- Solicitors
- Barristers
- Courts and Tribunals
- Insurers
- Medical Agencies
- Secure IT Providers
- Professional Advisers
- Regulatory Bodies
- Law Enforcement Agencies

Personal information is never sold.

11. Data Retention

Personal information is retained only for as long as necessary to:

Deliver services
Meet contractual obligations
Comply with legal requirements
Resolve disputes
Defend legal claims

When information is no longer required it will be securely destroyed.

12. Individual Rights

Individuals have rights including:

Right of access
Right to rectification
Right to erasure (where applicable)
Right to restrict processing
Right to object
Right to data portability
Right to withdraw consent
Right to complain to the Information Commissioner's Office

Requests should be responded to within one calendar month where required by law.

13. Data Breaches

Any actual or suspected data breach must be reported immediately to the Company Director or Data Protection Officer.

The organisation will:

Investigate the incident
Contain the breach
Assess risk
Notify the ICO where legally required
Notify affected individuals where appropriate
Keep a record of all breaches

14. Training

Everyone handling personal information should receive appropriate data protection awareness and understand their responsibilities under UK data protection legislation.

Training will be refreshed periodically as appropriate.

15. International Transfers

Where personal information is transferred outside the United Kingdom, appropriate safeguards will be implemented in accordance with UK GDPR.

16. Monitoring and Compliance

Compliance with this policy will be monitored regularly.

Failure to comply may result in disciplinary action and, where appropriate, legal action.

17. Policy Review

This policy will be reviewed annually or sooner where required by:

- Changes in legislation
- Regulatory guidance
- Business operations
- Technology
- Identified risks

Contact

Independent Medico-Legal Expert Reports Ltd

Trading as IMLER

Website: www.imler.co.uk

Email: privacy@imler.co.uk