Independent Medico-Legal Expert Reports t/a IMLER

Privacy Policy

Last Updated: June 2026

Next Review: May 2027

Privacy Policy

Independent Medico-Legal Expert Reports Ltd ("Independent Medico-Legal Expert Reports Ltd", "IMLER", "we", "us", or "our") is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us or use our services.

By using our website, you acknowledge that you have read and understood this Privacy Policy.

Who We Are

Independent Medico-Legal Expert Reports Ltd

Trading as IMLER

Website: www.imler.co.uk

Email: privacy@imler.co.uk

Independent Medico-Legal Expert Reports Ltd is the data controller for the personal information collected through this website.

Information We Collect

Depending on how you interact with us, we may collect the following information.

Information you provide

You may voluntarily provide information including:

- Full name
- Email address
- Telephone number
- Postal address
- Company or organisation
- Details contained within enquiry forms
- Information contained within emails
- Documents and attachments you choose to send us
- Information provided when requesting quotations or medico-legal services

Information collected automatically

When you browse our website we may automatically collect:

- IP address
- Browser type
- Device type
- Operating system
- Date and time of your visit
- Pages viewed
- Time spent on pages
- Referring website
- General website usage statistics
- Cookie information

Confidential Medical Information

IMLER specialises in arranging independent medico-legal expert reports for solicitors, insurers, businesses and litigants in person.

As part of providing these services, we may receive or process confidential medical information and other special category personal data, including medical records, clinical reports, hospital records, GP records, imaging, correspondence and related documentation.

Such information is processed only where necessary for the provision of medico-legal services, compliance with legal obligations, or for the establishment, exercise or defence of legal claims.

We treat all confidential medical information with the highest level of care and only share it with authorised individuals involved in the medico-legal process, such as instructed experts, legal representatives, courts, insurers or other authorised parties where appropriate and lawful.

Appropriate technical and organisational security measures are used to safeguard all confidential information entrusted to us.

Special Category Personal Data

Certain information we process may be classified as "special category personal data" under the UK General Data Protection Regulation (UK GDPR).

This includes information relating to:

- Physical health
- Mental health
- Medical treatment
- Disability
- Other protected health information

Where we process special category data, we do so only where permitted by law and where one or more of the conditions set out within Article 9 of the UK GDPR applies.

How We Use Your Information

We use personal information for purposes including:

- Responding to enquiries
- Providing quotations
- Arranging independent medico-legal expert reports
- Managing instructions
- Communicating with clients and prospective clients
- Providing customer support
- Improving our website
- Monitoring website performance
- Detecting and preventing fraud
- Maintaining website security
- Complying with legal and regulatory obligations
- Exercising or defending legal claims

- Maintaining business records

Where you have expressly consented, we may also send information about our services. You may withdraw your consent at any time.

Lawful Basis for Processing

We process personal information under one or more of the lawful bases provided by the UK GDPR, including:

- Your consent
- Performance of a contract
- Taking steps prior to entering into a contract
- Compliance with a legal obligation
- Legitimate interests pursued by IMLER
- Establishment, exercise or defence of legal claims

Where special category personal data is processed, we rely upon the relevant additional conditions under Article 9 UK GDPR and the Data Protection Act 2018.

Cookies

Our website uses cookies to improve your browsing experience and website functionality.

Cookies may be used to:

- Remember your preferences
- Improve website performance
- Analyse website traffic
- Maintain website security
- Improve the user experience

You may manage your cookie preferences using our cookie consent banner or through your browser settings.

Website Analytics

We may use trusted analytics providers to help us understand how visitors use our website.

Analytics information may include:

- Browser type
- Device information
- Approximate location

- Pages visited
- Time spent on pages
- Navigation patterns

This information is generally aggregated and does not identify individual visitors.

Sharing Your Information

We only share personal information where it is necessary and lawful.

Depending upon the services provided, information may be shared with:

- Independent medical experts
- Solicitors
- Barristers
- Courts and Tribunals
- Insurers
- Medical agencies
- Secure IT service providers
- Website hosting providers
- Professional advisers
- Regulators
- Law enforcement agencies where required by law

We never sell your personal information to third parties.

Data Security

Protecting confidential information is fundamental to our business.

We use appropriate technical and organisational measures designed to protect personal information against:

- Unauthorised access
- Unauthorised disclosure
- Loss
- Destruction
- Misuse
- Alteration

Although we take reasonable precautions, no method of internet transmission or electronic storage is completely secure and we cannot guarantee absolute security.

Data Retention

We retain personal information only for as long as reasonably necessary to:

- Provide our services
- Meet our contractual obligations
- Comply with legal and regulatory requirements
- Resolve disputes
- Establish, exercise or defend legal claims

Retention periods vary depending upon the type of information involved and applicable legal requirements.

Your Rights

Under UK data protection law you have the right to:

- Request access to your personal information
- Request correction of inaccurate or incomplete information
- Request erasure of your personal information where applicable
- Request restriction of processing
- Object to processing
- Request transfer of your personal information to another organisation
- Withdraw consent where processing relies upon consent
- Lodge a complaint with the Information Commissioner

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

Third-Party Websites

Our website may contain links to third-party websites.

We are not responsible for the content, privacy practices or policies of external websites.

We encourage users to review the privacy policies of any websites they visit.

Children's Privacy

Our website and services are intended for adults.

We do not knowingly collect personal information from children under the age of 13.

If you believe that a child has provided personal information through our website, please contact us and we will take appropriate steps to remove the information where required.

International Transfers

Where personal information is transferred outside the United Kingdom, we will ensure appropriate safeguards are in place in accordance with UK data protection law.

Changes to this Privacy Policy

We may amend this Privacy Policy from time to time to reflect changes in legislation, regulation, technology or our business operations.

The most current version will always be published on this page together with the effective date.

Contact Us

If you have any questions about this Privacy Policy or wish to exercise your data protection rights, please contact:

Independent Medico-Legal Expert Reports Ltd

Trading as IMLER

Website: www.imler.co.uk

Email: privacy@imler.co.uk

Complaints

If you are dissatisfied with the way we handle your personal information, we would welcome the opportunity to address your concerns in the first instance.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office:

- Website: https://ico.org.uk

- Telephone: 0303 123 1113