



Privacy statement

This privacy statement sets out how Bush & Co uses and protects any personal data we have in relation to our clients or customers that is provided to make enquiries or undertake an assessment and provide ongoing case management services.

Client specific information

Bush & Co is committed to ensuring that your data and privacy is protected. Should we ask you or those representing you to provide certain personal data by which you can be identified; you can be assured that it will only be used in accordance with this privacy statement.

We may collect or be given the following information:

- Personal data about you, rehabilitation, treatment, circumstances, care and support needs.
- Further information in relation to reports and updates from other professionals involved in your rehabilitation or treatment, for example therapists, doctors, teachers.
- Reports and clinical notes written following treatment sessions.
- Information such as expert witness reports or other legal statements provided by your solicitor which pertains to your treatment, rehabilitation, care or support.

We gather this information for the purposes of:

- Delivering our professional services in line with client needs and stakeholder requirements.
- Organising third party services in support of client needs.

Without this information

- We will be unable to provide services to meet yours or the legal party's needs.

Who we share your data with

- Relevant health and service professionals in order to fulfil agreed rehabilitation plans and client needs.
- We will share information with your solicitor and, if jointly instructed the insurer and/or defendant solicitor if involved so that they are advised of your needs and they have the information they need to quantify your claim.
- In addition to the above, if involved, we will share information with your professional deputy so that they can manage the finances and ensure you have the resources to meet your needs.

Lawful basis of processing

As we are processing sensitive data related to your health, Bush & Co is required to set out the lawful processes under which we process your data, (one from Article 6 and one from Article 9 of the General Data Protection Regulations 2016) by which we do this.

Consent

Unit C, Daventry Interchange
Sopwith Way
Drayton Fields
Daventry
Northamptonshire
NN11 8PB

Call: 01327 876210
Fax: 01327 872559
Email: info@bushco.co.uk
Web: www.bushco.co.uk

Bush & Company Rehabilitation Limited registered in England and Wales. Company Registration Number 7180464. Registered Office Bevan House Kettering Parkway Kettering Northamptonshire NN15 6XR.

Due to the sensitive nature of your data, Bush & Co also choose consent as a lawful basis of processing. This is to ensure that your data is not shared without your own or your representative's explicit consent and with your understanding of why the data is being shared.

For case management services:

1. We collect and process your personal data on the basis of a contract. When the instructing party (solicitor/insurer) confirms our appointment to act this forms a contract and in order for us to fulfil that we need to process your personal data.
2. The data is necessary for the purpose of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services.

For expert witness services:

1. We collect and process your data on the basis of legal obligation to the court to support the medico legal claim.

Information collected via our website – mainly customer specific

1. We may collect the following information: through our website:
 - Information collected when you fill out a form (such as downloading CVs and service guides), specifically your name and email address.
 - Any messages or comments you submit to us via the Website, e.g. through a contact form or LiveChat.
 - Any personal data submitted via a download, service enquiry form or LiveChat.
 - Information collected when you participate in an online survey.
2. We will only use your personal information for legitimate business reasons with the following purposes:
 - In the management of our business relationship with you.
 - For the provision of company news and updates.
 - Responding to your enquiries for more service information or case manager and expert witness CVs.
 - Feeding into our quality assurance processes.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have in place a system of encryption for data that is sent out and management procedures to safeguard and secure the information we process.

Data Retention

Where we have provided rehabilitation and case management services we retain your data for a minimum of 7 years. Bush & Co complies with the Records Management: NHS Code of Practice which specifies the length of time health records should be kept, dependent on the type of record held.

Your rights under the General Data Protection Regulations 2018

The right to be informed

You have the right to be informed about what data is being collected, how and why it is being used and any 3rd parties that rely on the information.

The right of access

You may request details of personal information which we hold about you.

The right to rectification

If you believe that any information we are holding on you is incorrect or incomplete, please email or write to us as soon as possible. We will promptly correct any information found to be incorrect.

The right to erasure

Where the data we hold is not required for legal or medical record keeping you may request that it is erased.

The right to restrict processing

If you believe the data we are processing is incorrect you may request that the data is no longer processed until corrected.

The right to data portability

You may request that the data you have provided be transferred to another data controller or data processor in a machine readable format. A data processor has overall responsibility for ensuring that your data is protected and requires a privacy agreement with a data processor to ensure they are compliant in terms of managing your data.

The right to object

You have the right to object to the processing of your data. Where your data is being processed on the basis of consent it may be withdrawn at any time. However, withdrawing consent within the legal process may have a direct impact on the outcome of your claim.

Rights in relation to automated decision making and profiling

You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or significantly affects you. Where automated decision making is being used you have the right to be informed and the right to human intervention. Bush & Company does not currently utilise automated decision making and this applies more to online services such as social media and sales.

If you would like to exercise your rights in relation to data processing or make a complaint, please write to Bush & Company Rehabilitation, Unit C Daventry Interchange, Sopwith Way, Daventry, NN11 8PB or email Governance@bushco.co.uk.

If after that you consider the matter is still unresolved, then you have the right to contact the supervisory authority, Information Commissioners Office. <https://ico.org.uk/concerns/>

Should you have any queries or concerns in relation to General Data Protection Regulation (GDPR) here are the contact details of our Data Protection Officer email Governance@bushco.co.uk.