



Privacy Notice

This Privacy Notice sets out how DMR Collation Limited will process your personal data that you may provide to us or that we may collect from you when you visit our website dmrcollation.co.uk.

DMR Collation Limited is defined as a data controller under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and is registered with the Information Commissioner's Office (ICO) under ZA326402.

DMR Collation Limited is committed to ensuring that your privacy is protected and will only process personal data in accordance with this Privacy Policy.

Contact details:

If you have any questions our contact details are:

DMR Collation Limited
Office Suite 17
Glanvilles Mill
Ivybridge
Devon
PL21 0JY

Telephone: 01752 892745

E-mail: support@dmrcollation.co.uk

The information we collect:

We process personal data including and not limited to:

- Name and job title.
- Contact information including e-mail address and telephone number.
- Invoice and delivery addresses.
- Client medical records and supporting documentation (for the performance of our legal services).



Legal grounds for processing your information:

We will rely on the following legal bases under GDPR to process your personal data:

1. Consent.
2. Performance of a contract.
3. Legal obligation.
4. Vital interest.
5. Public interest or exercise of official authority.
6. Legitimate interest pursued by the controller or 3rd party.
7. To accurately complete conflict of interest searches.
8. Provide a means to monitor when cases are concluded and when sensitive personal client data needs to be destroyed.

How we collect your information:

Voluntary Information

You may provide us this information when completing forms and contracts, corresponding via the telephone, e-mail or we may meet you at an event or exhibition.

Our legal services involve the collation and analysis of confidential client medical records which are provided to us on a voluntary basis by you (or your legal representatives).

Involuntary information when you visit our website

We may gain information that we gather through our monitoring of visits to our website. We use Google Analytics and cookies in order to improve our service, user experience and to analyse how the website is used.

Aside from the approximate location (IP address), the information collected is mostly anonymous traffic data including browser information, device information and language.

We do not collect any additional information which could be classified as personal via these means.



Cookie Policy:

Cookies may be used to gather analytics and assist with management of the DMR Collation website. Our website hosting service uses web analytics services to improve the usability and design of our customer experience. These services may record anonymous mouse clicks, mouse movements, and scrolling activity, but they never use them to collect personally identifiable information from you. We only use this data internally to help us understand and enhance your website experience.

How we process your information:

We collect and process data for the following reasons:

- to perform our services.
- to ensure we can fulfil our service levels to a high standard.
- internal record keeping.
- to improve our products and services.
- to ensure that our website is presented in the most effective manner.
- our legal requirements as a UK registered business.
- to communicate with our partners.
- to market our products and service (see Marketing below).

We will also provide information to 3rd parties, when it is necessary to fulfil your service requirements. These include but are not limited to 3rd party carriers for the return of completed work to our clients.

We only process your data in the UK. In all circumstances the information obtained will be retained and utilised in accordance with all applicable laws in particular, the Data Protection Act 2018 and GDPR. Accordingly, we will maintain and protect the confidentiality of your information.

Marketing:

We may from time to time contact you to make you aware of new products and services, unless you explicitly request us not to do so.

If you no longer wish to receive such communications, you can opt out by emailing us at support@dmrcollation.co.uk and by putting "opt out" in your email title.

We never share your name and contact details with third parties for marketing purposes. We may on occasion use third party service providers to send out marketing material but only allow them to use that information on our instructions and where they have agreed to treat the information confidentially and to comply with data protection legislation.



Data security:

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your information.

It is our policy that no client data will be provided to any external party to DMR Collation whether or not that data is already within the public domain.

DMR Collation will not disclose client information of any type to any third party, for any reason other than fulfilling our legal services, legal obligation or enforcing our terms of business.

Our Information Management & Security Policy and Data Protection Policy provide more specific information on how data is securely managed and stored.

Data retention:

We collect and store data for the purposes of all our business operations and to provide service to our customers.

How long will we keep personal data?

- For active customers we will retain data for as long as you remain active.
- For inactive customers we will retain data for accounting purposes only.
- On request of an 'unsubscribe' or a specific request not to be contacted, personal data will be transferred to a suppression list.
- We will keep personal data in our database for our own internal records.

Your rights:

You have the right to:

- Receive disclosure of any of your personal data that we store and process.
- Update/amend inaccuracies or changes to your data.
- Opt out of e-mail marketing by emailing support@dmrcollation.co.uk with "Opt out" in the email title.
- Request for processing of your personal data to be restricted.



- Be informed of what lawful basis we are relying on for the processing of your personal data.
- Be forgotten (have your personal data deleted) or we would recommend that we suppress you from future communications, rather than delete your data from our database.
- You have the right to complain to the Information Commissioner's Office if you believe there is a problem with the way we are handling your data.

If you wish to review, verify, correct or request the erasure of your personal data, object to the processing of your personal data, withdraw the consent to the processing of your personal data or request that we transfer a copy of your personal data to a third party please contact our Data Protection Representative, Caroline Packer, on support@dmrcollation.co.uk.

We will respond to the request as soon as we can. Generally, this will be within 14 calendar days from when we receive your request but on occasions it may take longer to deal with your request and in such circumstances we will let you know.

Links to other websites:

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

Automated Decision Making:

We do not use any form of automated decision making in our business.

Changes to this Privacy Notice

Any changes we make to our Privacy Notice in future will be posted on our website and where appropriate notified to you by e-mail or otherwise.