

Privacy Notice

Circle Medical Services is a trading style of Circle Specialist Services. This privacy notice explains how we use any personal information we collect about you.

What information do we collect about you or your Organisation?

We collect information about you or your organisation when you engage us for NHS Pension Analysis/Presentations/Workshops/Specially commissioned projects. This information will relate to data relating to employees of Organisations. It may also include special categories of personal data such as data about their health, if this is necessary for the provision of our services.

We may also collect information when you voluntarily complete client surveys or provide feedback to us.

Information about connected individuals

We may need to gather personal information about specific employees if highlighted and requiring bespoke services in order to provide our service to you effectively. In such cases it will be your responsibility to ensure that you have the consent of the people concerned to pass their information on to us. We'll provide a copy of this privacy notice for them or, where appropriate, ask you to pass the privacy information to them.

Why do we need to collect and use your personal data?

The primary legal basis that we intend to use for the processing of your data is for the performance of our contract with you. The information that we collect about you and/or your employees is essential for us to be able to carry out the services that you require from us effectively. Without collecting your personal data or that of your employees we'd also be unable to fulfil our legal and regulatory obligations.

Where special category data is required we'll obtain your explicit consent in order to collect and process this information.

How will we use the information about you?

We collect information about you in order to provide you with the services for which you engage us.

Who might we share your information with?

If you agree, we may email you about other products or services that we think may be of interest to you.

If you agree, we'll pass on your personal information to our group of companies so that they may offer you their products and services.

We won't share your information for marketing purposes with companies outside our group of companies/other companies.

In order to deliver our services to you effectively we may send your details to third parties such as those that we engage for professional IT or accounting services.

Where third parties are involved in processing your data we'll have a contract in place with them to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they'll only act in accordance with our written instructions.

Where it's necessary for your personal data to be forwarded to a third party we'll use appropriate security measures to protect your personal data in transit. For example, we will enhance the security of the data during transfer such as password protection and/or encryption of data etc.

To fulfil our obligations in respect of prevention of money-laundering and other financial crime we may send your details to third party agencies for identity verification purposes.

How long do we keep hold of your information?

During the course of our relationship with you we'll retain personal data which is necessary to provide services to you. We'll take all reasonable steps to keep your personal data up to date throughout our relationship.

We're also subject to regulatory requirements to retain your data for specified minimum periods. We'll not keep your personal data for longer than 6 years after our relationship with you has ended unless it falls under the class of pension transfer business and opt-out business.

We reserve the right to retain data for longer where we believe it's in our legitimate interests to do so.

You have the right to request deletion of your personal data. We'll comply with this request, subject to the restrictions of our regulatory obligations and legitimate interests as noted above.

How can I access the information you hold about me?

You have the right to request a copy of the information that we hold about you. If you'd like a copy of some or all of your personal information please email or write to us using the contact details noted below.

When your personal data is processed by automated means you have the right to ask us to move your personal data to another organisation for their use.

We have an obligation to ensure that your personal information is accurate and up to date. Please ask us to correct or remove any information that you think is incorrect.

Marketing

We'd like to send you information about our products and services and those of other companies in our group which may be of interest to you. If you've agreed to receive marketing information, you may opt out at a later date.



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E: info@circlemedicalservices.co.uk

W: www.circlemedicalservices.co.uk

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the group. If you no longer wish to be contacted for marketing purposes, please contact us by email or post.

What can you do if you are unhappy with how your personal data is processed?

You also have a right to lodge a complaint with the supervisory authority for data protection. In the UK this is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113 (local rate)

Changes to our privacy policy

We keep our privacy policy under regular review and we'll place any updates on the website www.circlemedicalservices.co.uk when they occur. This privacy policy was last updated on 17/01/2023.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: by email at info@circlemedicalservices.co.uk or write to us at Circle Specialist Services Limited 118 Holyhead Road, Coventry. CV1 3LY.