

Official Injury Claim Limited Privacy Notice for Claimants

1. Introduction

The Official Injury Claim Service has been developed as part of a package of measures introduced by the Government to reform the way low-value personal injury claims arising from road traffic accidents are processed.

In order to provide the Official Injury Claim Service, Official Injury Claim Limited (“us”, “we” or “our”) collects certain personal data about you when you bring your personal injury claim through the Official Injury Claim Service. We respect your privacy and are committed to protecting your personal data. Personal data, or personal information, means any information about an individual from which that person can be identified.

This notice explains how we will process your personal information when you use the Official Injury Claim Service to submit a claim and provides you with additional information regarding your privacy rights. It is important that you read this Privacy Notice so that you are fully aware of how and why we use your personal data in the context of the Official Injury Claim Service.

Our Privacy Notice is designed to be as clear and informative as possible, but do not hesitate to let us know if you have any questions about the ways in which we use your personal information. We may amend this Privacy Notice from time to time and will update you of any material changes.

2. Who is primarily responsible for your personal information?

Official Injury Claim Limited (company number 11752037, registered in England) is primarily responsible for the personal information we collect about you when you use the Official Injury Claim Service. We are therefore termed the ‘controller’ under UK data protection law.

Where you provide personal information to the Official Injury Claim Service about other individuals (such as witnesses), we will be the controller of the personal data you provide about them as well. To the extent you have not already done so, you should do your best to bring this policy to the individual's attention, before supplying us with their personal data.

Our registered office address is Linford Wood House, 6-12 Capital Drive, Milton Keynes MK14 6XT.

You can also contact us via telephone on 01908 830 001 or via email at

customer.service@officialinjuryclaim.org.uk

3. Data Protection Officer

Official Injury Claim Service | Contact Details

Our full details are:

Full name of legal entity: Official Injury Claim Limited

Name or title of Data Protection Officer: Data Protection Officer

Email address: customer.service@officialinjuryclaim.org.uk

Postal address: Linford Wood House, 6-12 Capital Drive, Milton Keynes MK14 6XT

Telephone number: 01908 830 001

4. How is your personal data collected?

We collect personal information from and about you through:

- **Direct interactions.** When you submit and process a claim, in order to create an account on the Official Injury Claim Service, you provide us with certain categories of personal information, including your name, contact details and information or reports about the injury you suffered during the relevant accident.
- **If you have engaged a professional representative to submit a claim on your behalf, through your professional representative.** Your professional representative will provide us with certain categories of your personal information which are required to submit and process your claim. These will include your name, contact details and information or reports about the injury you suffered during the relevant accident.
- **Automated technologies or interactions.** As you interact with the website that hosts the Official Injury Claim Service, we automatically collect information about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive technical data (such as your IP address and information about your browser) if you visit websites employing our cookies. Please see our [Cookie Policy](#) for further details.

5. How we use your personal data and how long we keep it for

We will only use your personal data when the law allows it and only to the extent necessary in order to fulfil the purpose for which we need to collect it. Below we set out these purposes, the lawful basis we rely on in order to do so, and how long we keep your personal information for.

Purpose for which we use your personal data	What type of personal data are we using?	What lawful basis do we rely on to use your personal data?	How long do we retain your personal data?
To fulfil our obligations to you under the Conditions of Use for the Official Injury Claim Service, broadly to enable you to create and use an account on the Official Injury Claim Service, and to submit your claim through the Official Injury Claim Service.	<ul style="list-style-type: none"> • Name • Date of Birth • Email address • Contact telephone number • Current home address, and previous home addresses in cases where you have been at your current address for under three months • National insurance number • Employment status/occupation • The license plate number for the vehicle you were in at the time of the accident • Any personal information included in your response to the security questions 	<p>We use your personal data to fulfil our contractual obligations to you under the General Conditions of Use for the Official Injury Claim Service, broadly to enable you to create and use an account on the Official Injury Claim Service to submit claims. We cannot fulfil our contractual obligations if you do not provide the personal data required to create an account on the Official Injury Claim Service. If you do not provide the personal data required, you will not be able to create an account on, or submit your claim through, the Official Injury Claim Service.</p> <p>We use your sensitive personal data as it necessary to establish, exercise or defend a legal personal injury claim submitted through the Official Injury Claim Service.</p>	We will retain the personal information you provide in submitting your claim for the duration of your claim, and for seven years from the date the claim is closed on our system for the purpose of defending potential legal claims in the future, after which it will be deleted.

	<ul style="list-style-type: none"> • Medical information • Gender 	We use your sensitive personal data as it necessary to establish, exercise or defend a legal personal injury claim submitted through the Official Injury Claim Service.	
In order to verify your identity when you create a claim on the Official Injury Claim Service.	<ul style="list-style-type: none"> • Name • Address • Date of birth • National insurance number 	We rely on our legitimate interest in deterring fraudulent claims being submitted through the Official Injury Claim Service, and in verifying your identity when you create a claim on the Official Injury Claim Service.	We will retain the personal information you provide for seven years from the date your claim is closed on our system, after which it will be deleted.
To contact you if there are any problems with your account or if you contact the Portal Support Centre with general enquires about the service.	<ul style="list-style-type: none"> • Name • Email address • Contact telephone number 	We rely on our legitimate interests in ensuring that your account, and the Official Injury Claim Service, function as required. Our legitimate interest is the proper functioning of the Official Injury Claim Service.	We will generally only retain your personal information while you are registered on our system, and until the claim is closed.
To share your information with third parties such as the compensators who use the Official Injury Claim Service (in order to enable them to assess your claim), and with our third-party service	<ul style="list-style-type: none"> • Name • Email address • Contact telephone number • Current home address, and previous home addresses in cases where you have been at your current address for under three months • The license plate number for the vehicle you were in at the time of the accident • Policy number. 	We rely on our legitimate interest in ensuring that the Official Injury Claim Service operates as intended and enabling you to use the Official Injury Claim Service to submit claims. Our legitimate interest is the proper functioning of the Official Injury Claim Service.	We will retain the personal information you provide in submitting your claim for seven years from the date the claim is closed on our system, after which it will be deleted.

providers (such as our cloud service provider).	<ul style="list-style-type: none"> • Medical information • Gender 	We use your sensitive personal data as it necessary to establish, exercise or defend a legal personal injury claim submitted through the Official Injury Claim Service.	
To share your information with Medical Experts who use the Official Injury Claim Service (to enable them to contact you to arrange a medical examination and complete a medical report as part of your claim).	<ul style="list-style-type: none"> • Name • Date of Birth • Current home address • Contact telephone number • Email address • National insurance number • Employment status/occupation 	We rely on our legitimate interest in ensuring that the Official Injury Claim Service operates as intended and enabling you to use the Official Injury Claim Service to submit claims. Our legitimate interest is the proper functioning of the Official Injury Claim Service.	We will retain the personal information you provide in submitting your claim for seven years from the date the claim is closed on our system, after which it will be deleted.
	<ul style="list-style-type: none"> • Medical information • Gender 	We use your sensitive personal data as it necessary to establish, exercise or defend a legal personal injury claim submitted through the Official Injury Claim Service.	

In some circumstances you can ask us to delete your data: see “Right to erasure” below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

6. Change of purpose

We will only use your personal data for the purposes for which it was collected, unless we reasonably consider that we need to use it for another reason, and that reason is compatible with the original purpose.

If we need to use your personal data for an unrelated purpose, we will notify you and explain the legal basis which allows us to do so. However, we may process your personal data without your knowledge or consent where this is required or permitted by law.

7. Other parties who will have access to your data

Your personal data may be disclosed by us to the following third parties within the United Kingdom and overseas:

- other companies in our group of companies, for internal reporting purposes;
- insurance companies and compensators which will review and possibly pay out under the claim you submit;
- third parties which provide technical services to us in the context of the Official Injury Claim Service which enable us to provide the Official Injury Claim Service, including Okta, Pega, and Experian;
- other service providers including IT suppliers, administration services providers and, in some cases, translation service providers;
- other public bodies, including regulatory and governmental departments, agencies and public bodies, where we are obliged or permitted by law to do so (this may include the General Medical Council, Ministry of Justice and the Information Commissioner's Office); and
- our professional advisors including auditors.

We may also disclose your personal data to third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then our new owners may use your personal data in the same way as set out in this Privacy Notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

8. Transferring your personal information overseas

Your personal data will generally not be transferred outside the UK other than where the transfer is necessary for the purposes of establishing, exercising or defending legal rights, obtaining legal advice, or in connection with any legal proceedings, or otherwise as permitted by law.

We will only share personal data with others outside the UK when we are legally permitted to do so, namely where:

- the UK government has decided that the relevant country has adequate protective rules in relation to data protection in place (an “adequacy decision”);
- we have entered into the relevant “standard contractual clauses” with the recipient of your personal data (these are a set of obligations about how your data is protected and used); or
- we can rely on another basis under the law such as that we have to share the personal data because this is necessary for the purpose of a court case, investigation or to protect our legal rights.

9. Data security

We have put in place appropriate security measures to prevent your personal data from being lost, used, accessed, altered or disclosed in an accidental or unauthorised way. We are committed to ensuring that all reasonable and appropriate steps have been taken to protect your personal data which includes, where appropriate, utilising encryption measures.

We have also put in place procedures to deal with any suspected personal data breach and will notify you and any relevant regulator of a breach where we are legally required to do so.

10. Your data protection rights

Under certain circumstances, you have a number of rights under data protection laws with regard to the personal data we use about you. These are described in the sections below. To exercise any of your rights in relation to the Official Injury Claim Service, please contact the Data Protection Officer:

via email at customer.service@officialinjuryclaim.org.uk

or by post:

DSAR
Official Injury Claim Limited
Linford Wood House
6-12 Capital Drive
Milton Keynes
MK14 6XT

Right of access to personal data - You have a right to request a copy of the personal data we hold about you.

Right to rectification - If you believe the personal data, we hold about you is incorrect, you can contact us to request for any incomplete or inaccurate data that we hold about you to be corrected. However, we may need to verify the accuracy of the new information you provide to us.

You can amend inaccurate contact details on your registered account with us at any time by logging into your account [here](#).

Right to erasure - You have the right to request the deletion or removal of personal data we hold about you where there is no good reason for us continuing to process it. You also have the right to ask

us to delete or remove your personal data where you have successfully exercised your right to object to us holding your information, where we may have processed your information unlawfully or where we are required to erase your personal data to comply with law. Although we will consider every request for erasure on its merits, we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at that time of your request.

Right to object to processing - You have a right to object to the processing of your personal data where we are using it for the purpose of our legitimate interests. If we agree that your objection is justified, we will stop using your information for those purposes. Alternatively, we will explain why we still need to use your information.

Right to restrict processing of your personal data - You have a right to request us to suspend the processing of your personal data in the following situations:

- for the period it takes us to rectify any inaccurate data about you;
- where our use of the data is unlawful, but you do not want us to erase it;
- where you want to prevent us from deleting your data at the end of the retention period in the event that you need it to establish, exercise or defend a legal claim;
- where you have objected to our use of your data, but we need to verify whether we (or a third party) have overriding legitimate grounds to use it.

Right to request the transfer of your personal data to you or to a third party – You have the right to ask us to transfer certain information we hold about you to a third party you have chosen, or directly to you. Where your request is valid, we will provide you with your personal data in a structured, commonly used, machine-readable format.

11. Right to lodge a complaint

If you have any complaints about how we handle your personal data, please contact us by telephone on 01908 830 001, or by email at customer.service@officialinjuryclaim.org.uk and we will do our best to assist.

You also have a right to make a complaint to the supervisory authority in your country of residence or employment or place of the alleged infringement. The Information Commissioner’s Office (“ICO”) is the UK supervisory authority for data protection issues. You can contact the ICO:

by Telephone: 0303 123 1113 or 01625 545 745

or in writing to: Information Commissioner’s Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

or via their website: <https://ico.org.uk/>