



Privacy and Transparency Policy

**pursuant to the Data Protection Act, 2018 and
the General Data Protection Regulation (GDPR)**

Who we are

PI Claim Arbitration Service Limited ["PIcARBS" "we", "us", "our"] takes your privacy seriously. This Privacy Policy explains how we use personal information that we collect from you. By providing your personal information to us, you acknowledge your consent to its processing in accordance with this Privacy Policy.

Any personal information you supply to PIcARBS will be treated in accordance with the Data Protection Act 2018 and such other and further legislation and regulation designed to protect your personal information and privacy. Your information is secured with appropriate technology and procedures.

PIcARBS may from time to time amend this Privacy Policy.

Consent

By providing your personal data to us you are taken to consent to our processing that data.

Any telephone calls made to or by us or our suppliers may be recorded for quality monitoring and training purposes and to assist in preventing and detecting fraud.

We do not intentionally collect any information from children under 16 years of age unless your client is a child and the claim relates to the child.

Processing data for the purposes of your Agreement (contract)

When you provide us with your personal data you do so for the purpose of enabling us to carry out the e-filing for the proceedings for your claim under the terms of the arbitration or mediation agreement you have signed on your behalf and/or on behalf of your client.

Processing health data (a special category of data)

As part of our processing of your personal data this may include health data which you agree to give us in order to establish, exercise or defend legal claims the subject of the proceedings.

How we collect information

The information and Personal information that PicARBS or our suppliers collect directly from you in your own account or on behalf of your client or from third parties will include all the information in the documents you e-file and the online forms you complete on our e-filing system, these may include details such as your name, email address, postal address, telephone number, date of birth, health information and IP address. Information is collected by the following means:

- Information provided by you to PicArbs in connection with arbitration or mediation of claims; and
- Information collected or as part of any marketing or other promotional exercise or exercises we may carry out from time to time;
- If you contact us in writing or by telephone, we may keep a record of that communication; and
- Information collected from third parties such as the other party to the litigation.

The Personal Injury Claims Arbitration Service Ltd

Registered Office: 59/60 Grosvenor Street, Mayfair, London W1K 3HZ;
Company Registered number: 8940629 A not for profit Company.

We aim to ensure that the Personal information we store or process is kept up to date and accurate. Please advise us of any changes in the information that you have provided to us as soon as possible. If you believe that there may be an error in any of the information that you have submitted, please contact us (see below) and we will review and correct any inaccurate information in your records as soon as possible.

The purposes for which we may use your data

The personal information PlcARBS collects about you or your client will be used for analytical purposes, managing and administering products and services that we supply, claims handling and to assist us in improving our website, processes, products and services. This processing is used to:

- confirm your and your clients' identity;
- prevent fraud and money laundering;
- verify the information provided;
- assist you with mediation or arbitration of your clients' claims and enquiries;
- maintain your and your clients' claim records;
- carry out anonymised statistical analysis; and,
- improve our service quality and compliance monitoring.

Preventing and detecting crime

We may share data (including electronic identifiers such as IP addresses) with a very limited number of third parties including our product and service providers and the police and fraud prevention agencies if we believe that it is reasonably required for the prevention or detection of crime or fraud or to protect our customers.

To help prevent crime we may at any time share information about you with other organisations and public bodies including the police.

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering.

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Data may also be released to third parties if we are required to do so under the terms of a court order or in the investigation and settlement of a claim.

Sharing your data

PlcARBS does not disclose your information to anyone except:

- when we have your permission; or,
- when we are required or permitted to do so by law or by regulatory bodies; or,
- to other companies who provide a service to us which is necessary for providing e-filing for arbitration or mediation or neutral evaluation for you and/or your client; or,
- when it is necessary for the performance of an agreement we have with you and/or your client; or,
- for fraud prevention purposes; or,
- when we may transfer rights and obligations under this agreement.

Your information will only be disclosed to a third party where the third party has agreed to keep your information strictly confidential and use it only for the specific purpose for which we provide it to them.

We may transfer your information to other countries but not those located outside the European Economic Area. If we do this we will seek to ensure that anyone to whom we pass it provides an adequate level of protection.

PlcARBS does not sell customer data to third parties nor do we permit the selling of customer data by any companies or persons who provide a service to us. We may provide permanently anonymised data to commercial organisations such as law firms or insurance companies for the purposes of research and other statistical analysis.

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Dealing with other people

Data protection regulations mean that we will only talk to you or your authorised representatives about anything to do with you or your clients.

If you have nominated an alternative contact, this person will be able to discuss all aspects of your dealings with us.

In some exceptional circumstances we may also deal with other people who have a legitimate reason to contact us, such as the Police.

Retention Policy

We delete the documents you have filed on the e-filing system in accordance with our user terms after the end of the claim and after costs are arbitrated by CADR if that is what you have chosen to do. The only data we retain is that relating to your registration as a user which we retain for you to continue using the system, in relation to each claim the only information we retain relates to the start and end of the arbitration or mediation; the type of claim; the lawyers involved; the settlement sum and whether it was settled or tried.

Further information

For further information please contact us with full details of what you require in writing to the Data Protection Officer who is the PicArbs Registrar, contact us at: registrar@picarbs.co.uk. We may require further evidence of your identity in order to process your request. In the interests of confidentiality such requests cannot be accepted from persons acting on your behalf.

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