

PRIVACY POLICY

Version 2.0

Effective Date: 15 September 2025

Last Updated: 15 September 2025

1. INTRODUCTION

This Privacy Policy explains how MedSearch Research Limited ("MedSearch", "we", "us", or "our") collects, uses, and protects your personal data when you use our free platform at www.medsearch.org.uk ("Platform").

We are committed to protecting your privacy and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. DATA CONTROLLER INFORMATION

Data Controller:

MedSearch Research Limited

Company Registration Number: 16608434

Registered Address: St Georges, Cranmer Terrace, London, United Kingdom, SW17 0RE

Email: support@medsearch.org.uk

Data Protection Contact:

For all data protection enquiries, please email: support@medsearch.org.uk

Subject Line: "Data Protection Enquiry"

Supervisory Authority:

Information Commissioner's Office (ICO)

Website: ico.org.uk

Telephone: 0303 123 1113

Note: We are in the process of ICO registration.

3. ABOUT OUR SERVICE

MedSearch is a **completely free** networking platform exclusively for medical and scientific research professionals in the United Kingdom. We facilitate connections between researchers and research opportunities but do not:

- Handle research logistics or execution

- Process health or medical data
- Verify research ethics approvals
- Charge any fees for our service

4. WHAT DATA WE COLLECT

4.1 Information You Provide

- **Account Information:** Name, email address, password (encrypted)
- **Professional Information:** Institution affiliation, career stage, research interests
- **Application Materials:** CVs, cover letters, supporting documents (up to 2GB)
- **Research Opportunities:** Project descriptions, requirements, contact details
- **Communications:** Messages sent through our platform messaging system

4.2 Information Collected Automatically

- **Technical Data:** IP address, browser type, device information
- **Usage Data:** Login times, pages viewed, platform features used
- **Essential Cookies:** Session cookies required for platform functionality

4.3 What We DON'T Collect

- Health or medical records
- Payment information (our service is free)
- Marketing preferences (we don't send marketing emails)
- Analytics cookies or tracking cookies

5. HOW WE USE YOUR DATA

We process your data for the following purposes:

5.1 Platform Operations

- Creating and managing your account
- Facilitating research opportunity postings and applications
- Enabling messaging between users
- Sending service emails (welcome, verification, password reset)
- Notifying you of application status updates

5.2 Security & Legal

- Protecting platform security
- Preventing fraud and abuse

- Complying with legal obligations
- Responding to lawful requests from authorities

6. LEGAL BASIS FOR PROCESSING

We process your data based on:

- **Consent** (Article 6(1)(a) GDPR): You consent when creating an account
- **Contract** (Article 6(1)(b) GDPR): Necessary to provide our services
- **Legal Obligations** (Article 6(1)(c) GDPR): When required by law
- **Legitimate Interests** (Article 6(1)(f) GDPR): Platform security and functionality

You may withdraw consent at any time by deleting your account.

7. DATA RETENTION - IMMEDIATE DELETION POLICY

We operate a zero-retention policy for maximum privacy protection:

- **Account Deletion:** All data deleted immediately when you close your account
- **Application Materials:** Deleted immediately upon your request
- **Research Opportunities:** Deleted immediately when you remove them
- **Messages:** Deleted immediately when you delete them
- **CVs and Documents:** Deleted immediately upon request

No backup retention: Once deleted, data cannot be recovered.

Exception: We may retain data only if legally required (e.g., court order).

8. WHO WE SHARE DATA WITH

8.1 Other Platform Users

- Research opportunity posters see applicant information you submit
- Users you message can see your messages and shared files
- Your profile information is visible based on your settings

8.2 Third-Party Services

Our platform uses these services to function:

- **Hostinger:** Web hosting (UK/EU servers)
- **WP Job Manager Suite:** Application management system
- **WP User Registration:** Account management

- **WP Better Messages:** Messaging functionality
- **WP SMTP:** Email delivery service

8.3 We NEVER:

- Sell your data
- Share data for marketing purposes
- Transfer data outside the UK without safeguards
- Use your data for purposes other than platform operation

9. YOUR RIGHTS UNDER UK GDPR

You have the right to:

9.1 Access (Article 15)

Request a copy of your personal data

9.2 Rectification (Article 16)

Correct inaccurate or incomplete data

9.3 Erasure (Article 17)

Request immediate deletion of your data

9.4 Restrict Processing (Article 18)

Limit how we use your data

9.5 Data Portability (Article 20)

Receive your data in a portable format

9.6 Object (Article 21)

Object to certain types of processing

9.7 How to Exercise Your Rights

Email: support@medsearch.org.uk

We will respond within 30 days

9.8 Complaints

You may complain to the ICO if you're unhappy with our data handling: ico.org.uk

10. DATA SECURITY

We protect your data through:

10.1 Technical Measures

- SSL/TLS encryption for all data transmission
- Encrypted password storage
- Secure hosting infrastructure
- Regular security updates
- Access controls and authentication

10.2 Organisational Measures

- Limited access on need-to-know basis
- Confidentiality agreements
- Regular security reviews
- Incident response procedures

10.3 Your Responsibilities

- Keep your password secure
- Don't share login credentials
- Report suspicious activity immediately

11. COOKIES POLICY

11.1 Essential Cookies Only

We use only essential cookies required for:

- Maintaining your login session
- Platform security
- Remembering your preferences

11.2 No Tracking

We do NOT use:

- Google Analytics
- Marketing cookies

- Third-party tracking cookies
- Advertising cookies

11.3 Managing Cookies

You can disable cookies in your browser, but this may prevent platform functionality.

12. INTERNATIONAL TRANSFERS

- Primary processing occurs in the United Kingdom
- Hosting may use EU servers (adequate protection under UK GDPR)
- Any transfers outside UK/EU would only occur with appropriate safeguards

13. CHILDREN'S PRIVACY

- Our platform is for users aged 18+
- We don't knowingly collect data from children
- If we discover a user is under 18, we immediately delete their account

14. DATA BREACH PROCEDURES

If a data breach occurs:

1. We assess the risk to your rights and freedoms
2. We notify the ICO within 72 hours if required
3. We notify you directly if there's high risk to you
4. We take immediate steps to secure the platform

15. EMAILS WE SEND

We send only essential service emails:

- Welcome email upon registration
- Email verification link
- Password reset requests
- Application status updates
- Important platform announcements
- Terms or Privacy Policy updates

We **NEVER** send marketing emails.

16. CHANGES TO THIS POLICY

- We may update this Privacy Policy occasionally
- Material changes will be notified by email
- Continued use after changes means acceptance
- Check the "Last Updated" date at the top

17. CONTACT US

For any privacy concerns or questions:

Email: support@medsearch.org.uk
Subject Line: "Data Protection Enquiry"

Post:

MedSearch Research Limited
St Georges, Cranmer Terrace
London, United Kingdom
SW17 0RE

Response Time: Within 30 days for formal requests

18. GOVERNING LAW

This Privacy Policy is governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Remember:

- Our service is completely FREE
- We delete your data immediately upon request
- We never sell or market your data
- You can delete your account anytime with immediate data removal

By using MedSearch, you acknowledge that you have read and understood this Privacy Policy.