



PAM
Life
Total Wellness

Terms and Conditions

Legal Notice, Terms and Conditions, Privacy Policy and Consent Statement for PAM Life

Welcome to PAM Life - Important Information.

Thanks for using our products and services by using our services, you are agreeing to these terms. Please read them carefully. Our services are very diverse, so sometimes additional terms or product requirements may apply. Additional terms will be available with the relevant Services, and those additional terms become part of your Agreement with us if you use those Services. By accessing our websites and using our services you confirm that you have understood and agree to be bound by the following terms and conditions. This website and any information provided are for the use within the United Kingdom.

Who We Are

PAM Life is a trading business owned by People Asset Management Group Limited (PAM Group) a company registered in the England registration number 07474853. Registered office Holly House 73-75 Sankey Street Warrington Cheshire WA1 1SL. PAM Group provides occupational health and wellbeing services to promote improved health and wellbeing for our client's Users.

Jurisdiction

The PAM Group controls and operates this website from the United Kingdom and the information delivered via the website is deemed to have been delivered in the United Kingdom. PAMLife makes no representation that the material contained in this website is appropriate or available for use outside the United Kingdom and is not soliciting any business from outside the United Kingdom.

This website is not directed to any person in any jurisdiction where (by reason of that person's nationality, residence or otherwise) the publication or availability of this website is prohibited. Persons to whom such restrictions apply must not access this website. If you choose to access this site from outside the United Kingdom you are solely responsible for compliance with local laws.

This website and any transaction effected through it are governed by English law and the English courts shall have exclusive jurisdiction in any legal proceedings.

PAMLife means any operating OR associate business of PAM Group including PAM Occupational Health Solutions Limited, People Asset Management Limited, People Asset Management Group Limited, PAM Wellbeing Limited, Premier Occupational Healthcare Limited, PAM Health and Computing Plus Limited.

Terms and Conditions

PAMLife provides health and wellbeing information to our client's Users all transactions are personal and private between PAMLife and the User no personal or special data is shared with the client relating to any User(s). A User must be at least 16 years old when they commence using the products and services these services and products are not intended for use by Children.

Anonymous trend and statistical data is provided by PAM Life to our clients in order to demonstrate to the client the value in their investment and in order to plan and deliver ongoing health and wellness solutions on behalf of our Clients and our Clients Users.

The purpose of PAM Life is to provide health, wellbeing education and advice for our clients and their Users. The information contained in this website is general in nature and does not constitute a contractual offer. Any medical, health, fitness or other similar information is intended for use solely as an educational aid. The information is intended to supplement where appropriate and in no way substitute the expertise and judgement of your doctor, pharmacist or other healthcare professional. You are advised that decisions regarding the diagnosis and treatment of a medical condition, including decisions regarding drug therapy, are complex medical decisions requiring the independent and informed judgement of your appropriate healthcare professional. All specific questions regarding the treatment and care of a medical condition should be posed to your own professional healthcare provider.

Where PAMLife provides advice specific to a request made this advice will be provided by our Clinicians who may be physiologist, physiotherapists, nutritionists, nurses, psychotherapists, and fitness advisors. All Clinicians providing advice on behalf of PAMLife do so under the clinical Governance of PAM Group. Advice is provided solely on the basis of the information provided by the User and PAMLife gives no warranty to the User and accepts no responsibility for any damage caused where the User fails to provide accurate information or fails to follow the exact advice provided by a clinician.

To the extent permitted by law, PAMLife shall not be responsible for any loss or damage occasioned by the use of the information presented here for any reason and howsoever arising.

PAMLife and our suppliers, are not responsible for any decisions you may make resulting from the use of the information including, but in no way limited to, your choosing to seek, or not to seek, professional medical care or your choosing or not choosing specific treatment. You hereby waive any claim you may have or acquire against PAMLife and agree to indemnify and hold PAMLife harmless from any claims, lawsuits, proceedings, costs, special, incidental, consequential or indirect damages, including damages for loss of profits, loss of business or downtime of this website arising out of or relating to your use of the information.

The views expressed on this website are not necessarily those of PAMLife nor are the products advertised herein necessarily endorsed by PAMLife or covered as benefits under the PAMLife programme. Whilst we endeavour to ensure the accuracy of the information, neither PAMLife, nor any or any of its suppliers will be held responsible for any omissions or errors, or for any misfortune, injury or damages which may arise therefore. PAMLife does not in any manner endorse, assume responsibility for, or recommend the use of any drug or treatment method described on this website. This website contains content provided by third parties of which the PAMLife may act as a distributor or a publisher. The information available on this website is provided with no warranty, whether express or implied. PAMLife makes no representation about the suitability of this information and content for any purpose whatsoever.

Nothing contained on this website or in these terms and conditions shall operate to exclude liability for death or personal injury caused by the negligence of the PAMLife or its suppliers.

As a registered user of this website, you will receive all communications via email. Should you wish not to receive communications via email from PAMLife, you may change the way you receive your communication on the website, or you may phone our contact centre.

All elements of this website, including, the general design and the imagery, are protected by trade restrictions, copyright, moral rights, trademark and other laws relating to intellectual property rights. Except if explicitly permitted under this or another agreement with PAMLife or one of its subsidiaries, no portion or element of this website or its content may be copied or retransmitted via any means. This website, its content and all related rights shall remain the exclusive property of PAMLife or its Suppliers unless otherwise expressly agreed. Any unauthorised use, alteration or dissemination of information on this website is prohibited. Should a user breach any of these terms then PAM Group Limited shall have the right to claim damages which claim shall include the right to claim special, incidental, consequential or indirect damages.

PAM Group and its Suppliers will also be entitled to claim for loss of profits and loss of business and shall be entitled to recover reasonable legal costs.

No warranty is given as to the freedom of this website from errors, defects, viruses, malicious programmes or macros. Links from this website exist for information only and PAMLife accepts no responsibility or liability for the availability of, or the information contained on, any such site. PAMLife shall have no liability to any person who accesses third party websites via a link from this website and any use of third party websites shall be at the user's own risk. The existence of a link to another website does not imply or express endorsement of its provider, product or services by PAMLife. Links to this website are not permitted without the prior written consent of PAMLife.

PAMLife Privacy Policy

PAMLife take information security very seriously and take all reasonable steps to secure and protect your information. We have an effective encryption system in place to protect any electronic communications to our website. We also have secure firewall software and other measures in place to prevent unauthorised access. Look for a padlock symbol next to the address bar to confirm that you are in a secure area.

About PAMLife

PAMLife is a trading name of People Asset Management Group Limited, consists of a group of companies People Asset Management Limited, PAM Wellbeing Limited, PAM OH Solutions Limited and Premier Occupational Healthcare Limited and Computing Plus Limited. We provide specialist occupational health and wellbeing services including:

- Occupational health medicals, management reports, physiotherapy and counselling
- Health and Wellness Programmes
- Employee Assistance Programmes.

PAM Group is the Data Controller and has appointed James Murphy as its Data Protection Officer. Our Registered Office is Holly House, 73-75 Sankey Street Warrington Cheshire WA1 1SL

Who is the Policy for?

This policy is information for Users that we hold information for or are about to hold their information. Users are provided these services and information on behalf of our Clients. They are mostly our client's employees but we also provide private treatment in this case we hold data for you the individual. PAM Group are committed to ensuring we hold your data securely this policy explains:

- What we hold?
- Why we hold it?
- How long we hold it for?

PAM Group holds "Personal and Special Information" as defined by the GDPR and Data Protection Regulations. We treat our responsibilities very seriously as an organisation and as individuals we will always treat your information as important and ensure that we protect its use, access and accuracy. PAM Group is registered with the Information Commissioners Office Registration Number: Z9280152, we hold ISO 9001 (Quality Management) accreditation, ISO 27001 (Information Security Management) accreditation and the Faculty of Occupational Health SEQOHS accreditation.

Why do we hold your data?

Personal Data PAMLife provides health and wellbeing services and advice to our clients and their Users. Health Users gain benefits in living a more positive and healthier life and our clients obtain benefits as a result.

PAM Life holds personal data this is limited in order to allow and administer your registration and account details. Users receive the services as long as our clients retain and pay for the services. No personal data is provided to our clients other than in an anonymous form for trend and statistical reporting purposes.

Special Data Where a User completes any health and wellbeing assessment or is supported by a PAMLife clinician as part of their programme, Special Data your health information is captured by PAMLife. This information is treated as clinical confidential and will never be disclosed to anyone without your consent. All health data is stored in individual clinical files and is accessed and used by PAM Group clinicians in providing advice and services to users and our clients.

PAM Group employs specialist clinicians who provide advice and medical treatment. These include doctors, specialist nurses, physiotherapists, counsellors, psychologists, psychiatrists, nutritionists, physiologists, wellbeing advisors legal advisors and debt advisors.

We hold your health records; these are medical and personal records that must be held for your safety and wellbeing at work. Authorised medical professionals may only hold occupational health records as set out in the Access to Health Records Act (1990).

We process your data for this purpose in compliance with:

GDPR Art 9 (2)(h) “processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3;”

Where we provide occupational health services and or Employee Assistance Programme (EAP) services, we hold information about our client’s employees this will include personal details E.G. Name, Home address, Date of Birth, Job details and medical records. We need this information to be able to provide accurate advice to you and your employer ensuring that work does not damage your health and you are fit for the work you do.

PAM use the information held in the delivery of our services.

1. We need personal information e.g. name address, date of birth in order to identify and verify the correct person and in some cases where we need to communicate with your health care provider this is the standard identification information used with the NHS.
2. We need your personal contact details email to assist us communicating with you when booking appointments.
3. We need and will create medically confidential information so that our clinicians can provide professional advice based on your health fitness and wellbeing.
4. We operate a secure occupational health IT system this requires any user of our service including employees referred or managers making referrals to be registered as an employee within our system.

All medical information is held securely and only accessed by PAM Group workers. Employers have access to our system and a specific hierarchy is in place that determines which managers have access to your occupational health file. Occupational health reports and medical records are kept separately within our system managers do not have access to your medical records.

- We do not and will never sell your information to anyone else.
- We do not share your information with anyone else other than your employer and we will always obtain your consent before we provide information.
- We will not use your information to sell you anything or promote any services that are not related to the provision of occupational health or healthcare services or EAP services.

Most of the information we hold is electronic in some limited cases we do still hold paper records. Our computer servers are located in England and your information is not stored or held outside the UK.

During the time that PAMLife provides our clients with our service we will create and add our records to your health file. If our Client leaves PAM Group your health file will not be transferred to your new occupational health provider and data captured by PAMLife will be destroyed. You should be consulted on that change at that time by your employer. PAMLife will not retain a copy of your records after your employer leaves us.

PAM Group will only use qualified clinicians when we provide advice or services to you or your employer our clinicians are regulated and authorised by, Nursing Midwifery Council, General Medical Council, Health Care Protection Council, and British Association of Counselling and Psychotherapy.

Data Retention

We hold your health records and will store information in line with our data retention policy If our client terminates any PAM Group service or you are an employee and you leave our clients employment we will retain your information for certain periods, After you leave their employment there are certain legal time scales that your employer needs to retain your records for: In all other cases PAM Group Data Retention Policy is:

Reason to retain records	Time period
Telephone voice recordings	31 Days
Client employee health files	6 Years
Client guest health files	1 Year

Your Rights

The UK Data Protection Regulations are specific about the treatment of personal and special data (unless exemptions apply), you have the right to:

- To ask us not to process your personal data for marketing purposes
- To prevent the processing of any personal data that is causing or is likely to cause unwarranted and substantial damage or distress to you or another person
- To have any inaccurate or incomplete data corrected
- To restrict or object to the processing of your data and for your data to be erased under certain circumstances.
- To receive a copy of your records by making a Subject Access Request in writing. To request a copy of your Data Please submit your request to the Data Controller, PAM Group, Holly House, 73-75 Sankey Street, Warrington, Cheshire, WA1 1SL. Please contact the Subject Access Request team: sar@pamlife.co.uk
- To make a complaint about the way that your personal data is being processed by contacting the Information Commissioners Office (<https://ico.org.uk>)

If you have any concerns in relation to the security of our site or your personal data contained within it.

Data Security

All information you provide to us is stored on secure servers. All special Data is encrypted and has additional cyber security measures taken to protect your privacy. Your registration process provides your unique identity profile to your data. No one outside PAM Group can access your data our Client who may be your employer cannot access your data Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site or applications, you are responsible for keeping this password confidential. Please do not to share a password with anyone.

When you send information to us by email, please bear in mind that the transmission of information over the internet is not completely secure, unless the information is encrypted. Whilst we take all reasonable steps to protect your personal data on our systems, we cannot guarantee the security of any data you choose to email to us, so, please be aware that sending us your personal data via email is at your own risk. Once we have received your information, we will use strict procedures and security controls to ensure its ongoing confidentiality and protection.

With regards to each of your visits to our site we may automatically collect the following: technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); plans you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs); and methods used to browse away from the page and any phone number used to call our customer service numbers.

Consent and Agreement

At PAMLife we will always take your privacy seriously and will only use your personal information to administer your account and to provide our products and services to you. By accepting this Agreement, you are confirming that you have read and understood our Terms and Conditions and our Privacy Policy. PAMLife aims to support you in living a healthier happier life and from time to time we would like to contact you with details of our products and services.