



Privacy Policy

Date: 9 September 2025

At Aviation Medical Services North East, we are committed to protecting your personal information and ensuring that it is handled responsibly and in accordance with applicable data protection laws. This Privacy Policy explains the types of information we collect, how we use it, and the rights you have under data protection law.

We collect personal information such as your name, contact details, date of birth, email address, telephone number, postal address, Civil Aviation Authority (CAA) number, next of kin details, employer and job role information, together with any other details that you choose to provide to us in the course of your medical care or regulatory assessments. We also collect and process health-related information including the results of medical examinations, eye tests, and other clinical data necessary for regulatory or employment purposes.

Most of the information we process is provided directly by you to facilitate your medical care, including diagnosis, treatment, monitoring, follow-up, and referrals. In some cases, information is required in connection with medical examinations requested by employers or regulatory bodies. This information allows us to maintain accurate records in order to support your medical care or assessment.

In certain circumstances, your information may be shared with your employer or a relevant regulatory body such as the CAA, DVA, MCA, or British Skydiving. We rely on specific lawful bases under the UK General Data Protection Regulation (UK GDPR) when processing your information, including legal obligations, vital interests, the performance of a public task, and legitimate interests.

Your information is stored securely either within an encrypted and password-protected electronic system or in locked filing cabinets. We retain personal and medical data only for as long as is required by law and national guidance, after which it will be securely destroyed. We also use a secure web-based system, Cellma, to transfer your aviation medical data to the Civil Aviation Authority (CAA). For these purposes, the CAA acts as the data controller and is responsible for ensuring that your data is processed in compliance with data protection law. If you have any questions about your aviation medical data transferred to the CAA, you may contact them at medicalweb@caa.co.uk.



Under data protection law, you have a number of rights in relation to your personal information. You have the right to request access to the data we hold about you, as well as the right to request corrections to inaccurate or incomplete information. You may also request the deletion of your personal information in certain circumstances, or ask us to restrict how your data is processed. In some cases, you have the right to object to processing, or to request that your data be transferred to another organisation or directly to you. These rights can be exercised free of charge, and we will respond to your request within one month.

If you wish to exercise any of your rights under data protection law, please contact Aviation Medical Services North East at info@aviationmedicalservices.com.
