

Transferring Occupational Health (OH) records ensures continuity of care and workplace safety. The process is highly secure and strictly governed. Below are the most frequently asked questions about the transfer, storage, and handling of employee health information.

Frequently Asked Questions

1. Why are my OH records transferred?

When an employer changes their OH provider, records are typically moved to the new provider. This ensures the new clinical team has full historical context (e.g., past health surveillance, fitness-for-work certificates, or past case history including ergonomic requirements) to properly manage your occupational health needs.

2. Do I have to provide consent for the transfer?

Generally, individual express consent is not required for a bulk transfer, if an employer appoints a new OH provider. Because OH professionals are bound by a legal duty of confidentiality, employees give implied consent. However, employers and providers must inform you in writing of the planned move and offer an "opt-out" period.

3. What if I do not want my records transferred?

You have the right to object to the transfer of your medical records. If you choose to opt out, these will remain the property of the previous Occupational Health provider and will be kept inline with their data retention protocols. If you wish to receive a copy of the records that are held on file, please contact the provider as part of a Subject Access Request.

Opting out will not prevent you from accessing the new Occupational Health Service provided by Cordell Health. The only impact, of opting out, is that Cordell Health will not have the benefit of your historical Occupational Health records. As a result, the advice that we are able to provide may be more limited and your manager may need to make decisions based on the information available.

4. Will my employer see the contents of my records?

No. Occupational Health records are strictly confidential. Even after a transfer, the new OH provider is bound by the exact same confidentiality regulations. Medical information will only be shared with your employer with your informed consent.

5. How are the records moved?

Records (both physical and electronic) are transferred through secure data-sharing portals or encrypted servers. They are handled in full compliance with data protection legislation (e.g., the UK GDPR).

6. How long are OH records kept?

Due to the long-term nature of occupational diseases and potential legal proceedings, OH records must be retained for significant periods. Medical Malpractice insurance and recommendations for best practice, in the field of occupational health, state that whilst you remain in employment with your company, your medical documents will be held securely within the occupational health providers information systems, only being destroyed 10 years after the last entry in the notes, once you have left the company. Further data retention policies come into force with COSHH records and will not be destroyed for over 40 years.

7. How is my data used?

All personal data (including special category health data) information will be collected for the purposes of occupational medicine which includes the assessment of working capacity as required by our contract with your employer. It will be held confidentially and securely in our information systems, which are ISO 27001 accredited and will only be accessed by Cordell Health Ltd staff for the purpose of providing occupational health services. The information will not be passed to any third party unless there is a legal obligation, or it is in the public interest

8. What rights do I have over my records?

You have the right to request a copy of the information that we hold about you at any time during your employment. If you would like a copy of some or all of your personal information, please contact our administration team (records@cordellhealth.co.uk).

We want to make sure that your personal information is accurate and up to date and therefore you may ask us to correct or remove information you think is inaccurate. You have the right to lodge a complaint with the supervisory authority at <http://www.ico.gov.uk>.

9. If I have any further questions about how my data is processed, who can I contact?

If you need any further information on how we process your data, the administration team can be contacted at records@cordellhealth.co.uk or by telephone on 0118 207 6190 or in writing to 13 Acorn Business Park, Northarbour Road, Portsmouth, PO6 3TH who will give you the contact details of our Data Protection Officer to answer your queries.