Website Shop Privacy Notice

Cotswold Surgical Partners LLP

Privacy Notice for End Customers

Last updated: 18.06.2024 | Version 3

Introduction

Cotswold Surgical Partners LLP (“CSP”, “we”, “us”, “our”) is committed to protecting the privacy and security of the personal data we collect from customers who use our online shop and services (“you”, “your”). This privacy notice explains how we collect, use, store, and protect your personal information when you purchase products from our website or create an online account. CSP is the data controller for this information. Please read this notice carefully. If you have any questions, contact us at csp.data@nhs.net.

Personal data we collect

When you place an order or create an account, we may collect:
• First and last name
• Billing and delivery address
• Email address
• Payment and transaction details
• Any additional information you provide to allow us to process and deliver your order

How we use your personal data and our lawful basis

We use your personal data to:
• Process and fulfil your orders
• Register and manage your customer account (if you choose to create one)
• Communicate with you about your purchase

Our lawful basis for processing is performance of a contract. Where personal data is required to perform a contract with you, we will not be able to provide our services without the necessary information.

Sharing your data

To fulfil your order, we may share your personal data with trusted third-party service providers, such as payment processors, delivery partners, and secure data storage providers.

Where it is necessary to transfer personal data outside the UK, EU, or EEA, we will only do so where appropriate safeguards are in place, including adequacy decisions, International Data Transfer Agreements (IDTAs), or Standard Contractual Clauses with a UK addendum.

We may also share personal data with government authorities and/or law enforcement bodies where required by law, or to establish, exercise, or defend legal claims.

How long we keep your data

We retain your personal data only for as long as necessary to provide our services and to meet legal, accounting, and contractual obligations, including handling complaints and claims.

At the end of the applicable retention period, your personal data will be securely deleted or anonymised so it can no longer be linked to you (for example, by aggregation for statistical analysis and business planning).

How we protect your data

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, disclosure, alteration, loss, or destruction.

Your rights and options

You have rights in respect of your personal data, including the right to:
• Request access to your personal data
• Request correction of inaccurate or incomplete data
• Withdraw consent (where we rely on consent)
• Object to processing based on legitimate interests
• Object to direct marketing (including profiling for direct marketing)
• Request restriction of processing in certain circumstances
• Request erasure in certain circumstances
• Request a portable, machine-readable copy of your data in certain circumstances
• Not be subject to decisions based solely on automated processing (including profiling) that produce legal or similarly significant effects

You will not usually have to pay a fee to exercise your rights. However, we may charge a reasonable fee or refuse to comply if a request is clearly unfounded or excessive.

To exercise your rights, please email csp.data@nhs.net.

Complaints

You can lodge a complaint with the Information Commissioner's Office (ICO) at:
https://ico.org.uk/concerns/

Contact us

If you have any questions or wish to exercise your rights, you can contact:

General Manager
Cotswold Surgical Partners LLP
Unit 13, Interface Business Park
Royal Wootton Bassett
Wiltshire
SN4 8SY

Email: csp.data@nhs.net

Changes to this privacy notice

We may update this notice (and any supplemental privacy notice) from time to time. Any changes will be reflected in the updated date/version and notified where required by applicable law.