Cotswold Surgical Partners Website Shop Privacy Notice

Privacy Notice for End Customers

Last Updated: 04/03/2026

Introduction

Cotswold Surgical Partners ("CSP", "we, "our") is committed to protecting the privacy and security of the personal data we collect about end customers and users of our online services ("you/your").

The purpose of this privacy notice is to explain what personal data we collect about you when you use our online store. When we do this, we are the data controller.

Please read this privacy notice carefully as it provides important information about how we handle your personal information and your rights. If you have any questions about any aspect of this privacy notice you can contact us using the information provided below or by emailing us at **csp.data@nhs.net**

Personal data we collect

When you make a purchase from our online store or create an account with us, we may collect your;

- First name
- Last name
- Home address
- Email address
- Bank account details; and
- Any other personal information you may provide in order for us to fulfil your order.

Purposes for which we use personal data and the legal basis

When collecting your personal information, we will use it for the purpose of fulfilling your order and also to register you as a new customer and administer your account, if you choose to create an account with us. Our lawful basis for this processing is the performance of a contract.

Where personal data is processed because it is necessary for the performance of a contract to which you are a party, we will be unable to provide our services without the required information.

Sharing your data

In fulfilling our obligations under the contract we have with you, we will share your personal data with our third-party service providers, for instance, to provide our customer data storage services.

If it becomes necessary for us to share your personal data outside of the UK, European Union ("EU") or European Economic Area ("EEA") for the purposes of providing our services to you, we will only share it with organisations in countries benefiting from an adequacy decision or if we have implemented an International Data Transfer Agreement (IDTA) or Standard Contractual Clauses with a UK addendum, which contractually oblige the recipient to process and protect your personal data to the standard expected within the UK.

Personal data may also be shared with government authorities and/or law enforcement officials for the prevention or detection of crime, if required by law or if required for a legal or contractual claim.

How long we keep your data

We will retain your personal data for as long as is necessary to provide you with our services and for a reasonable period thereafter to enable us to meet our contractual and legal obligations and to deal with complaints and claims.

At the end of the retention period, your personal data will be securely deleted or anonymised, for example by aggregation with other data, so that it can be used in a non-identifiable way for statistical analysis and business planning.

How we protect your data

We implement appropriate technical and organisational measures to protect data that we process from unauthorised disclosure, use, alteration or destruction.

Your rights and options

You have the following rights in respect of your personal data:

- You have the right of access to your personal data and can request copies of it and information about our processing of it.
- If the personal data we hold about you in incorrect or incomplete, you can ask us to rectify or add to it.
- Where we are using your personal data with your consent, you can withdraw your consent at any time.
- Where we are using your personal because it is in our legitimate interests to do so, you can object to us using it this way.
- Where we are using your personal data for direct marketing, including profiling for direct marketing purposes, you can object to us doing so.
- You can ask us to restrict the use of your personal data if:
    - It is not accurate.
    - It has been used unlawfully but you do not want us to delete it.
    - We do not need it any-more, but you want us to keep it for use in legal claims; or
    - if you have already asked us to stop using your data but you are waiting to receive confirmation from us as to whether we can comply with your request.

- In some circumstances you can compel us to erase your personal data
- In some circumstances you can also request a machine-readable copy of your personal data to transfer to another service provider.
- You have the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

If you wish to exercise your rights, please contact us at csp.getintouch@nhs.net

You can also lodge a complaint with the Information Commissioner's Office. They can be contacted using the information provided at: https://ico.org.uk/concerns/.

Contact us

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

General Manager

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

Alternatively, you can email us at csp.getintouch@nhs.net

Changes to this privacy notice

We may update this notice (and any supplemental privacy notice), from time to time as shown below. We will notify of the changes where required by applicable law to do so.

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