

Privacy Policy

Policy Statement

Richardson Healthcare is a manufacturer of a wide range of medical devices, delivering excellence and affordability to both healthcare professionals and patients. Our innovation thrives on partnerships with clinicians, ensuring adherence to rigorous standards while advancing healthcare solutions.

Richardson Healthcare takes the security and privacy of your data seriously. This document outlines our data protection policy in relation to current and former employees, job applicants, customers, suppliers, stakeholders, healthcare professionals, consultants, and other persons who contact Richardson Healthcare via our communication channels.

Please read this policy carefully to understand how Richardson Healthcare will acquire, handle, process and store your personal data and the rights conferred on you as a data subject by the applicable data protection laws.

Richardson Healthcare reserves the right to update this policy at any time. Therefore, we advise that you review this policy from time to time to keep up to date with any changes.

What is personal data?

Personal data is any information that relates to an individual who can be identified from that information. It includes any expression of opinion about the person and an indication of the intentions of us or others in relation to that person. It does not include any anonymised data.

Richardson Healthcare's policy applies to all personal data, whether it is stored electronically or on paper.

Regulatory Compliance and Data Protection Principles

Richardson Healthcare complies with its obligations under current UK and EU data protection legislation, including the Data Protection Act 2018 and EU GDPR. In accordance with this legislation, a set of 'data protection principles' requires everyone responsible for using personal data to ensure the information is:

- Used fairly, lawfully and transparently
- Used for specified, explicit purposes
- Used in a way that is adequate, relevant and limited only to what is necessary
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary
- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

Under this legislation, legal protection is stronger for more sensitive information, including:

- Race
- Ethnic background
- Political opinions
- Religious beliefs
- Trade union membership
- Genetics
- Biometrics
- Health
- Sexual orientation

What data do we collect?

Richardson Healthcare may collect the following data from you:

- Your name
- Your email address
- Your telephone number
- Your address
- Your place of work
- Your job title
- Your social media profile

How do we obtain this data?

Richardson Healthcare may obtain this data using the following methods:

- In person or virtual meetings
- Phone calls
- Exhibitions
- Online form submissions
- Email exchanges
- Contact via social media
- Visiting our website
- Google analytics
- Social listening services
- Referral by colleagues, partners and other persons in a professional capacity

Why do we collect this data?

Richardson Healthcare's reasons for collecting your data are dependent on the association between you and the company. These reasons include:

- We use information about our customers and end-users (i.e., healthcare professionals and clinical procurement) to provide products, services, company updates, delivery information and customer service support.
- We use information about our customers and end-users to respond to any complaints that you may have about our products and services.
- We use information about persons who have signed up for our newsletters and other marketing materials to convey information and updates about our products and services.
- We use information submitted to our online forms to answer general enquiries and provide information related to products, samples, orders and services.

- We use information about job applicants to process applications, improve the recruitment process, and communicate about future job opportunities (provided that the applicant has agreed to receive notifications about these opportunities).
- We use information about our employees, including banking details, to fulfil our obligations as an employer.

Richardson Healthcare protects your personal data and will only allow it to be used for the aforementioned purposes. We do not share or sell your personal data to third parties.

Who uses the data?

Your data is used and managed by employees of Richardson Healthcare. Data that is shared between different departments of the company is limited to the information that is necessary for the purpose of that interaction.

Your data may be stored and processed by subcontractors who assist Richardson Healthcare with specific activities, including software service providers and logistics companies (for the purpose of distributing products to you). These companies only process information that is relevant to the purpose of that interaction. Richardson Healthcare requires those companies to keep your personal data secure and protected in accordance with the law and our policies. This data is deleted once they have fulfilled any tasks requiring your information.

If there is a request from a public body or authority for access to your data, an assessment will be made using the applicable laws and legal advice, to determine whether to disclose your data. In cases where the disclosure of your data has been deemed necessary and lawful, you will be informed as soon as possible.

How do we store and protect this data?

Data may be stored by the company in a variety of ways, including:

- In paper format
- On cloud-based software services

Richardson Healthcare employees receive training and are expected to take all reasonable precautions and follow best practice to ensure the security and integrity of all data held and processed by the Richardson Healthcare. We have several safeguards in place to ensure that your data is safe. These safety measures include:

- The use of encrypted cloud-based services to store data relating to stakeholders, customers, and subcontractors.
- The implementation of strong passwords to protect electronically held data.
- Data held in paper format is kept in locked drawers and filing cabinets. This data cannot be taken off the company's premises without permission from the manager.
- Data held in paper format is shredded and disposed of securely once it is no longer required by the company.

How long is this data kept?

Richardson Healthcare only retains this information for as long as it is relevant to the purposes for which it was acquired in the first place unless applicable law requires us to retain it for a longer period of time. Examples of long-term data storage include:

- If your data is being used to send newsletters or other promotional materials, we will keep your information on record until you withdraw your consent.
- If your data is necessary to continue the delivery of products and services to you, we will retain your data for a period of 3 years from the date of the last delivery or interaction that we had with you, unless you have requested for us to delete it earlier.

What are your rights over the data we store?

Under GDPR, there are certain rights afforded to you regarding how we store and manage the data about you:

- **Right of access**
You have the right to access the data that we process about you.
- **Right to rectification**
You have the right to rectify any incorrect information that we process about you.
- **Right to erasure**
In certain circumstances, you have the right to request the erasure of your information.
- **Right to restrict processing**
In certain circumstances, you have the right to restrict the processing of your information.
- **Right to withdraw consent**
You have the right to withdraw consent to receive marketing information and updates at any time.
- **Right to data portability**
In certain circumstances, you have the right to request and receive your data in a structured, commonly used format and have it transferred to a third party upon your request.

Impact Assessments

Some of the processing that Richardson Healthcare carries out may result in risks to privacy. Where processing would result in a high risk to your rights, Richardson Healthcare will carry out a data protection impact assessment to determine the necessity and proportionality of processing. This will include considering the purposes for which the activity is carried out, the risks to you and the measures that can be put in place to mitigate those risks.

Exercising your rights

If you would like to exercise your rights under the current legislation, please contact Richardson Healthcare via info@richardsonhealthcare.com to put forward your data protection requests.

A handwritten signature in black ink, appearing to read "MP", with a small mark below it.

Mayur Patel
Managing Director