

DP Medical Privacy Notice

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1. Introduction

Here at DP MEDICAL SYSTEMS LTD we take the security data as our priority and in this document, we will explain how we collect, use and protect your personal data.

We also explain your rights about your personal data and how you can exercise those rights.

2. Who we are

DP Medical Systems is a medical supplier company composed by 2 entities:

- DP Medical Systems Limited registered in United Kingdom, with company number 2088954 and business address: 15 A Oakcroft Road, Chessington, KT9 1RH
- DP Medical Systems Ireland Limited registered in the Republic of Ireland, with company number IE659739 and business address: Unit 1 North Park, North Road, Finglas, Dublin 11

If you have questions about how we process personal data, or would like to exercise your data subject rights, please email us at compliance@dpmedicals.com.

3. Website within scope

DP Medical Systems uses the website www.dpmedicals.com, which is a UK base site. Our website does not use cookies or similar tracking technologies.

Personal data that is collected mainly through our website and by telephone and through related social media applications like LinkedIn.

4. Purposes of data collection.

DP Medical Systems complies with the General Data Protection Regulation and the Data Protection Act 2018. We collect your data for the following purposes:

1. To provide you with information that you have requested or that we think may be relevant to a subject in which you have demonstrated an interest.
2. To initiate and complete commercial transactions with you or the company you represent, for the purchase of products.
3. To fulfil a contract that we have entered into with you or the company you represent.
4. To improve our service and products.
5. For marketing purposes, where permitted and with your consent.
6. To manage any communication between you and us.

DP Medical has created a table, displayed in the following section, which contain detailed information about the data we collect for each of the above purposes, the lawful basis for doing so and its retention period.

We have identified your rights in relation to the personal data we collect and how you can exercise your rights. You can see this on the section 8 of this privacy policy.

Third-party processors

DP Medical carefully selects our service providers which may process personal information about you or on our behalf as you can see below:

Digital marketing service providers

Communication, engagement and actions taken through external social media platforms that DP Medical website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform. DP Medical Systems uses LinkedIn as its major social media platform and its activity is regulated under the General Data Protection Regulation (GDPR) and/or Data Protection Act (DPA)-compliant processing of personal information.

DP Medical Systems uses PR agency Sidekick Public Relations limited to store securely your marketing communications. You can see its privacy policy [here](#).

Operative system.

DP Medical Systems uses Salesforce programme which have robust security and privacy programs in place that meet the highest standards in the industry. See everything related with Salesforce data protection here. <https://www.salesforce.com/company/legal/privacy/>

Payroll company.

Cintra's payroll software stores data on secure online servers, providing access from anywhere with an internet connection. The data is stored on encrypted, secure servers hosted by the software provider, ensuring robust security and compliance with industry data protection standards. You can check any detail related with Cintra's data protection here <https://cintra.co.uk/privacy-notice/>

HR and H&S management

DP Medical Systems uses BrightHR, a HR and H&S management software platform that acts as a data processor on our behalf and processes personal data in order to provide HR management, compliance, and advisory services. Personal data is stored on secure systems and protected by appropriate technical and organisational measures to ensure confidentiality, integrity, and compliance with applicable data protection legislation. Further information about BrightHR's data protection practices can be found on their website. [Data Processing Policy | BrightHR](#)

5. Lawful basis for processing personal data

DP Medical Systems has created the below table which describes the personal data we collect and the lawful basis for processing this data. We have processes in place to make sure that only those people in our organisation who need to access your data can do so.

DP MEDICAL DATA COLLECTION MATRIX					
Purpose of collection	information category	Data collected	Explicit use	Lawful basis for processing	Data shared with?
1. To provide you with information.	Subject matter information.	Name, company name, location, email address, telephone number	To provide appropriate online or email information about products and services that you have requested.	Contract	Internally only.
			Follow-up to ensure requested information meets needs and identify further requirements.	Legitimate interest.	Internally only.
2. Transactional information.	Transaction details.	Name, company name, email address, telephone number, bank account details (for credit accounts), other medium of content delivery.	To process purchase transactions for products and services with customers and suppliers, and to ensure any transaction issues can be dealt with.	Contract	Internally only.
			For accounting and taxation purposes.	Statutory obligation.	Internally and professional advisers.
			Documentation in case of legal claim arise.	Legitimate interest.	Internally and professional advisers.
3. Fulfilment information.	Fulfilment data.	Customer and equipment details, years of contract.	For service contract purposes	Contract	Internally and contracted customers
		Manufacturer details, product details.	UKRP (UK responsible person) purposes	Contract	Internally, contracted suppliers and MHRA.
		Supplier and equipment details	For supplier contract purposes	Contract	Internally and contracted suppliers
		Customer name, individual names, job titles	Customer training purposes	Contract	Internally and with contracted customer
4. Security.	Security information	Images	To protect our premises and equipment from illicit actions.	Legitimate interest.	Internally only.
5. Product development.	Customer's survey data.	Names, customer details, equipment and service details.	To improve the quality of our product/service	Consent	Internally and, where additional consent is given, for marketing purposes.
6. Communications.	Contact information.	Names, contact details, identification details.	To communicate with you about any issue that you raise with us or that follows from an interaction between us.	Legitimate interest	Internally only.

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including any legal claim, regulatory, tax, accounting or reporting requirements.

The criteria for retention are outlined in our data retention policy, ensuring that data is securely disposed of when no longer necessary.

6. Storage of personal data

DP Medical Systems is a UK based company which main offices are in the UK.

- Our website and web applications are hosted in the UK and are accessed only by our UK and EU-based staff (Ireland).
- Our customer management, marketing and accounting systems are UK-based.
- We use Cloud service providers as part of our processing system.
- Our payment processors are based in UK.

7. Security measures

DP Medical Systems is certified to Cyber Essentials Plus, ensuring the appropriate security controls to protect personal data. We apply appropriate technical and organisational security measures in accordance with Article 32 of the GDPR. However, we cannot ensure the absolute security of personal data during transmission between your device and our information systems.

DP Medical Systems has in place anti-malware systems, software update patches, Physical restrict access, regular data backups, strong passwords, multifactor authentication, CCTV and entrance security code. Annual GDPR training ensures that our staff is aware about all the potential risks.

In order to comply with the requirements of this policy, DP Medical Systems staff must acknowledge that this was read and understood.

8. Rights of data subjects

DP Medical Systems as a holder of your personal information brings you the capacity to exercise your rights as a data subject. If you want to do so, please contact our data protection responsible Javier Pazos on the mail compliance@dpmedicals.com.

In order to initiate any request, we will require you to provide two valid forms of identification for verification purposes.

See below your rights:

- **The right to be informed.**
You as an individual have the right to be informed about how and why your personal data is being collected, used and stored. This information should be clear and easily understandable and is provided by this privacy notice.
- **The right of access**
DP Medical Systems as a holder of your personal data is obligated to provide you a copy of it free

of charge. Upon request and once we have verified you, we will provide you access to the personal data we hold about you as well as the below info:

- The purposes of the processing.
- The categories of personal data concerned.
- If the data was disclosed and if so, to whom.
- The retention period.

If there are exceptional circumstances that mean we can refuse to provide the information, we will explain them. In the cases that answering requests take extraordinary time or financial costs, we will inform you accordingly.

- **The right to rectification**

If the personal data is inaccurate or incomplete, you as data subject have the right to request corrections or updates.

- **The right to erasure (the 'right to be forgotten')**

Data subjects can exercise the right of deletion under certain conditions such as the data is no longer necessary for the purpose it was collected, if the individual withdraws their consent or if the data has been processed unlawfully. DP Medical will take the required steps to delete your personal data.

- **The right to restrict processing**

You can exercise this right under the following conditions:

- The accuracy of the personal data is contested.
- The data was unlawfully processed.
- We no longer need the personal data for processing, but the personal data is required for part of a legal claim.

- **The right to data portability.**

This right is only available if the original processing was on the basis of consent, the processing is by automated means and if the processing is based on the fulfilment of a contractual obligation. You can request that your personal data be transferred to another organization in a machine-readable format.

- **The right to object**

Data subjects have the right to object to our processing of your personal data for direct marketing purposes or based on legitimate interest.

9. Right to lodge a complaint with the UK's supervisory authority.

You have the right to lodge a complaint with the UK Information Commissioner's Office ("ICO") if you believe that our processing of your personal data infringes data protection laws. The ICO may be contacted using the details below:

- **The ICO's address:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- **Helpline number:** 0303 123 1113
- **ICO website:** <https://www.ico.org.uk>

We request that you contact us in the first instance to allow us the opportunity to address any concerns before you approach the ICO.

10. Contact us

Any comments, questions or complaints about this privacy notice or any data protection matters please refer to the mail compliance@dpmedicals.com.

Alternatively, you can contact us by postal address, telephone number or email:

GDPR Compliance Responsible
Javier Pazos Garcia
DP Medical Systems Limited.
15A Oakcroft Road, Chessington KT9 1RH
Telephone: 020 8391 4455
Email: compliance@dpmedicals.com

Chessington, 12 of December 2025

Javier Pazos Garcia, DP Medical Systems Ltd. Data Protection Responsible.