

WSR MEDICAL SOLUTIONS LTD	Date: June 2025	POLICY	REF. No:	ISSUE
Approved By: Paul Dixon (Managing Director)	Review: June 2026	Privacy Policy- External	POL-08	No.2

WSR Medical Solutions Ltd - Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

What information we collect, use, and why
Lawful bases and data protection rights
Where we get personal information from
How long we keep information
Who we share information with
Sharing information outside the UK
How to complain

Contact details

Post: Unit 2 Hargreaves Street, Haslingden, Hargreaves Mill, Hargreaves Street, Haslingden, Rossendale, Lancashire, BB4 5RQ, GB
Telephone: 01706830086
Email: gdpr@rothband.com

What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Credit reference information
- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Records of meetings and decisions
- Information relating to compliments or complaints

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses
- Purchase history
- Account information, including registration details

We collect or use the following information for service updates or marketing purposes:

- Names and contact details
- Location data
- Recorded images, such as photos or videos
- Purchase or viewing history



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We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Account information
- Purchase or service history
- Call recordings

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with.

There are some exemptions which means you may not receive all the information you ask for. You can read more about this [right here](#).

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more about this [right here](#).

Your right to erasure - You have the right to ask us to delete your personal information. You can read more about this [right here](#).

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. You can read more about this [right here](#).

Your right to object to processing - You have the right to object to the processing of your personal data. You can read more about this [right here](#).

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. You can read more about this [right here](#).

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more about this [right here](#).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.



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Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide services and goods are:

Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone.

All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

We sell PPE and medical devices predominantly to the healthcare and vet industry and occasionally to private individuals and a manufacturer of CE marked products we need to retain customer information in order to notify of any associated safety issues, product recalls.

As we work within a specific industry to do with radiation safety we want to be able to keep customers informed of product developments and market updates that are relevant to their profession.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

Contract – we have to collect or use the information so we can enter into or carry out a contract with you.

All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

Our legitimate interests are:

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Where we get personal information from

- Directly from you
- Councils and other public sector organisations
- Suppliers and service providers

How long we keep information

10 Years

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Data Sub Processors

We have a joint controller relationship with Mirion Technologies. We process your personal information with that joint controller for the following reason: To sell Dosimetry Products that require a subscription service. The product generates dose reports that are read by Mirion Technologies and sent to the end user.

Others we share personal information with

- Professional or legal advisors
- Relevant regulatory authorities
- External auditors or inspectors
- Professional consultants
- Debt collection agencies
- Suppliers and service providers

Sharing information outside the UK

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Where necessary, we will transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.
For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name: Mirion Technologies
Category of recipient: Dosimetry Services
Country the personal information is sent to: USA
How the transfer complies with UK data protection law: Addendum to the EU Standard Contractual Clauses (SCCs)

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

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

Last updated May 2025

