

Privacy Policy

Medstrom Healthcare are committed to protecting and respecting your privacy. This privacy policy applies to your use of any of our online and mobile services or applications and via any other means through which you may interact with our business. This policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your personal information and how it will be treated.

Our registered office address is:

Medstrom Ltd
2 Cygnus Court
Beverley Rd
Pegasus Business Park
Castle Donington
DE74 2SA

Our registered company number is 05709304.

We act as the data controller for personal data. We only collect information required to fulfil stated purposes and where there is a lawful basis for doing it, and will not retain it for longer than is necessary.

This privacy policy applies to personal information collected on websites and mobile applications and personal information collected in connection with Medstrom Healthcare's business operations, such as information from patients and health care professionals.

Personal information is defined as any information that can be used either alone or combined with other information to identify an individual or that can be directly linked to an individual.

This Privacy Policy describes Medstrom Healthcare's collection, use and distribution practices with respect to personal information.

Collecting your personal information:

Medstrom Healthcare does not require you to provide personal information to access any portion of our website. Only personal information you voluntarily provide to us is collected.

Medstrom Healthcare maintains safeguards to protect your personal information.

Personal information collected by Medstrom Healthcare may include, but is not limited to:

- Contact information, such as name, email address, telephone number, organisation name, and/or job title
- We may collect information about the device you use to download documents contained on our website, including, where available, the device's unique device identifiers, operating system and mobile network information, for system administration purposes.

This information may be collected when you:

- Create an account with Medstrom Healthcare
- Request a product demonstration or receive information about our products
- Request customer or technical support
- Apply for employment
- Request to be contacted, i.e. through our website or at exhibitions
- Receive our products or services

2 Cygnus Court, Beverley Road, Pegasus Business Park, Castle Donington, Derby, DE74 2SA
Registration No 05709304 VAT No 885208793

Tel: 0845 371 1717 Fax: 0845 618 3030 Email: sales@medstrom.co.uk

Calls received by our Customer Operations Team

Calls made to our Customer Operations Team may be recorded for quality and training purposes.

Marketing:

We may use your contact details to provide you with information about our products and Services which may be of interest to you, where permitted by applicable law. If you do not want us to use your information in this way, you can opt-out by clicking 'unsubscribe' in the email footer of the marketing communication that we send to you. Please note that we may still contact you via email in order to fulfil a contract we have in place with you. We will never pass your details to a third party.

Using your personal information:

The following describes our basis for using your personal information:

- Compliance with legal requirements or obligations – Medstrom may disclose personal information as permitted or required by law when we believe in good faith it is necessary for safety purposes, required for legal reporting, necessary to protect our legal rights or enforce our Terms & Conditions or any applicable rules or to protect the rights of others.
- For establishment or performance of a contract – The use of personal information may be necessary to perform the contract that you have with us.
- Consent – Medstrom will rely on consent in order to communicate with you. Consent may be withdrawn by clicking unsubscribe or email communicates or by contacting us. We may obtain personal information through healthcare professionals or users of our products and services, in which case that healthcare professional or product/services user is responsible for the management of consent, where required.

Medstrom will retain your personal information for as long as is necessary in order that we can fulfil our contractual obligations.

Security:

Medstrom has physical, technical and administrative controls in place to protect your personal information from unauthorised access, use and disclosure. We constantly evaluate these safeguards to help minimise risks from new security threats as they become known. However, as is the case with all websites, Medstrom is not able to guarantee security for data collected through our website.

Your Rights:

You have the right at any time to withdraw consent to Medstrom processing your personal data. Please contact us in this case.

If you receive marketing emails from Medstrom, you may unsubscribe by clicking the link or you can reply to the email requested this.

Updates to our Privacy Policy:

This privacy policy may be amended at any time. If significant changes are made in how we collect, use, disclose or otherwise process personal information this policy will be updated and notices will be prominently posted on the home page of our Site. Any material changes to this website. This policy was last updated on 20/5/2018.

Contact us:

T: +44 (0)845 371 1717

E: info@medstrom.co.uk