



Privacy Notice

Who we are?

City Healthcare Direct Limited is one of the leading suppliers of Hygiene Products across the UK and Ireland.

An exceptional service is provided by a very experienced management team, geographical concentration of contracts and management support, specialist technical expertise and training of staff.

The Company was established in 1999 to serve clients in both the public and private sector.

Collection of personal information

We collect and process your Personal Information mainly to provide you with access to our services and products, to help us improve our offerings to you and for certain other purposes explained below. City Healthcare Direct Ltd is the 'Controller' of any personal data you provide to us. Our registered address is at Unit 5, Stamford Court ,Casterton Road Ind Estate, Nottingham NG5 5LZ

We collect a wide range of personal information depending upon the nature of our relationship with you as the data subject.

We collect and process personal data from our personnel including names, addresses, phone numbers, email addresses, bank details (account and sort code). These are collected as a means to fulfil our legal obligations as a supplier and only names are ever disclosed to customers or suppliers in the course of the performance of our various contracts.

With regards to our customers, potential customers and suppliers, we will again collect and process names, addresses, email addresses and phone numbers which we use in the following ways:

- In the performance of our or their contractual obligations or as part of our legal obligations;
- With a legitimate interest in maintaining a professional relationship with potential customers (taking into consideration their individual rights and freedoms).

Additionally, we may collect non-personal information such as geographical location, details pertaining to processes, documents and arrangements. These are collected as part of the services we provide and are not held for any other purpose. You cannot be identified from this information and it is only used to assist us in providing an effective service. We will use your personal and non-personal information only for the purposes for which it was collected or agreed with you, for example:

- To confirm and verify your identity or to verify that you are an authorised customer for security purposes
- To carry out our obligations arising from any contracts entered into between you and us;

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- To notify you about changes to our service
- For the detection and prevention of fraud, crime, or other malpractice
- To conduct market or customer satisfaction research or for statistical analysis
- For audit and record keeping purposes
- In connection with legal proceedings
- We will also use your personal information to comply with legal and regulatory requirements or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law
- Collect information about the device you are using to view the Universal solutions websites, such as your IP address or the type of internet browser or operating system you are using
- Respond to your queries or comments

What we do with it?

The personal data and sensitive data identified above is only processed by us in the UK.

How long we keep it?

City Healthcare Direct Ltd operate in compliance with a very comprehensive Control of Records procedure which sets out the maximum duration for each type of record held, unless you exercise your rights highlighted below. Of course, if there is no contract of employment, provision of services to or by City Healthcare Direct Ltd, then we will look to retain records for no longer than is necessary.

What we would also like to do with it?

We do not collect personal data for marketing purposes, but with a legitimate interest in maintaining a developing and maintaining professional relationship with potential customers (taking into consideration their individual rights and freedoms). We publish news and updates from time to time and simply post these on our website and/or on social media sites to assist and generate interest in our business. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

What are your Data Subject Access Rights?

You have the following rights as a Data Subject:

- Right to access – you have the right to request a copy of all data we hold about you;
- Right to rectification – where any data we hold is incorrect you have the right to ensure it is correct

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- Right to be forgotten – if you no longer wish for us to hold your data, we will delete it
- Right to portability – you can ask us to provide your data to a third party in machine readable formats
- Right to restrict processing – since we only use this to contact you, there is no processing to restrict, we would simply delete the information wherever possible and in keeping with our own obligations.

If at any point you believe the information we process on you is incorrect, you may request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office.

Our Data Protection Officer can be contacted at sales@cityhealthcare.co.uk , at 0800 542 4009 or at Unit 5 Stamford Court, Casterton Road Ind Est, Nottingham. NG5 5LZ