

Privacy Policy

Last updated: August 2026

RDP Health is committed to protecting your privacy and personal information. This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us, purchase our products or use our support and other services.

1. Who we are

RDP Health is a trading name of RDP Group (UK) Limited, a company registered in England and Wales under company number 03938364.

Registered office:

Unit 1
17 Albert Drive
Burgess Hill
West Sussex
RH15 9TN
United Kingdom

For the purposes of UK data protection law, RDP Group (UK) Limited is the data controller responsible for the personal information covered by this Privacy Policy.

If you have any questions about this Privacy Policy or how we use your personal information, please contact us:

Email: info@rdphealth.com

Telephone: 01444 245123

2. Information we collect

The personal information we collect depends on how you interact with us and may include:

- your name;
- job title and organisation;
- business, billing or delivery address;
- telephone number;
- email address;
- information provided when making an enquiry or requesting a quotation;
- information relating to orders, deliveries and customer accounts;
- correspondence and other communications with us;
- service, warranty and technical support information;
- marketing and communication preferences; and
- technical information relating to your use of our website, such as IP address, browser and device information.

We normally collect this information directly from you, including when you complete a form on our website, contact us by telephone or email, place an order or request support.

We may also receive business contact information from your employer or organisation, suppliers, business partners or publicly available business sources.

3. Service, warranty and support information

When you contact RDP Health for technical support, servicing or warranty assistance, we may collect information including:

- your name and contact details;
- your organisation, hospital or NHS Trust;
- product or cart serial numbers;
- equipment location or ward;
- details of a reported problem or fault; and
- records relating to servicing, repairs and warranty work.

We use this information to respond to support requests, identify equipment, diagnose faults, arrange servicing and repairs, administer warranties and maintain appropriate product and service records.

Our support services and website forms are not intended to collect patient information. Please do not provide patient names, NHS numbers, medical information or any other information which could identify a patient when submitting a support request.

If personal information is provided to us inadvertently, we will handle it appropriately in accordance with applicable data protection law.

4. How we use your personal information

We may use your personal information to:

- respond to enquiries and requests for information;
- prepare and provide quotations;
- process and fulfil orders;
- deliver our products and services;
- provide technical support, servicing, repairs and warranty services;
- manage customer, prospective customer and supplier relationships;
- maintain product, service, warranty and business records;
- administer and protect our website and IT systems;
- improve our products, services and website;
- prevent fraud and protect our business;
- meet legal, regulatory, accounting and reporting obligations; and

- communicate with customers and business contacts about RDP Health products and services where permitted by law.

5. Our lawful bases for processing

UK data protection law requires us to have a lawful basis for processing personal information. Depending on the circumstances, we may rely on:

Contract – where processing is necessary to enter into or perform a contract with you.

Legitimate interests – where processing is necessary for our legitimate business interests, including responding to business enquiries, managing customer and supplier relationships, providing support and warranty services, maintaining appropriate business and product records, improving our products and services and protecting our business and systems.

Where our customer or supplier is an organisation rather than an individual, we will commonly rely on our legitimate interests to process the business contact details of its employees and representatives.

Legal obligation – where processing is necessary to comply with a legal or regulatory obligation.

Consent – where we have specifically asked for and obtained your consent. Where processing is based on consent, you may withdraw your consent at any time.

6. Providing personal information

Where we need personal information to enter into or perform a contract, or to comply with a legal requirement, failure to provide the necessary information may mean that we are unable to provide the requested product or service.

Where information is optional, you are not required to provide it.

7. Marketing communications

We may occasionally contact existing customers and other business contacts about RDP Health products, services and developments that we reasonably believe may be relevant to their organisation, where permitted by law.

You can ask us to stop sending marketing communications at any time by following any unsubscribe instructions provided or by contacting us.

We do not sell or rent personal information to third parties for marketing purposes.

8. Who we share personal information with

Where reasonably necessary, we may share personal information with:

- IT, website hosting and technology providers;
- suppliers and subcontractors involved in providing our products or services;
- delivery and logistics providers;
- service providers involved in supporting our products and customers;
- payment and financial service providers;
- professional advisers, including accountants, auditors, insurers and legal advisers; and

- regulators, government bodies, law enforcement agencies or other authorities where required or permitted by law.

Where an organisation processes personal information on our behalf, we require it to protect that information appropriately and to process it only in accordance with our instructions and applicable law.

We do not sell personal information.

9. International transfers

Some of the technology and service providers we use may process or store personal information outside the United Kingdom.

Where personal information is transferred outside the UK, we take appropriate steps to ensure that it receives an appropriate level of protection in accordance with UK data protection law. This may include relying on UK adequacy regulations or appropriate contractual safeguards.

You may contact us for further information about safeguards applying to transfers of your personal information.

10. How long we keep personal information

We keep personal information only for as long as reasonably necessary for the purposes for which it was collected, including meeting legal, accounting, contractual, warranty and reporting requirements.

Retention periods vary depending on the nature of the information and our relationship with you. Information relating to customer orders, products, servicing and warranties may be retained for longer periods where necessary to maintain appropriate product and service histories and meet our contractual or legal obligations.

When personal information is no longer required, we will securely delete or anonymise it where appropriate.

11. Cookies and our website

Our website uses cookies and similar technologies that are necessary for the website to operate correctly, securely and reliably.

These may include cookies used for website security, fraud prevention, session management and other core website functionality.

We do not currently use cookies for third-party advertising or marketing purposes.

You can control or delete cookies through your web browser settings. Blocking necessary cookies may affect the operation of some parts of the website.

If we introduce non-essential cookies or similar technologies in the future, we will update the information provided on our website and, where required by law, obtain appropriate consent before they are used.

12. Security

We take appropriate technical and organisational measures to protect personal information against accidental or unlawful loss, alteration, disclosure, destruction or unauthorised access.

Access to personal information is limited to employees, contractors and service providers who have a legitimate business need to access it.

13. Your data protection rights

Depending on the circumstances and the lawful basis on which we process your personal information, you may have the right to:

- request access to the personal information we hold about you;
- request correction of inaccurate or incomplete information;
- request deletion of your personal information in certain circumstances;
- request restriction of processing in certain circumstances;
- object to certain uses of your personal information;
- request transfer of your personal information in certain circumstances; and
- withdraw your consent at any time where processing is based on consent.

These rights are not absolute and may not apply in every circumstance.

You have the right to object at any time to the use of your personal information for direct marketing purposes.

If you wish to exercise any of your rights, please contact us using the details in Section 1.

14. Automated decision-making

We do not use personal information collected through this website to make decisions about individuals solely by automated means that produce legal or similarly significant effects.

15. Complaints

If you have concerns about how we use your personal information, please contact us in the first instance so that we have an opportunity to investigate and resolve the matter.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent regulator for data protection.

Further information is available at www.ico.org.uk.

16. Links to other websites

Our website may contain links to websites operated by third parties. We are not responsible for the privacy practices or content of those websites.

We recommend reviewing the privacy information provided by any external website you visit.

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our website, business practices, services or legal requirements.

The latest version will be published on our website and the date at the top of this Privacy Policy will be updated accordingly.