

GDPR Compliance Statement

Last updated: 4 September 2026

Chelmer Surgical Supply Ltd ("CSS Ltd") is committed to protecting your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This statement outlines our responsibilities and how we ensure your personal information is handled lawfully, fairly, and transparently.

1. Our Commitment to Data Protection

We take privacy and data protection seriously. We only collect and use personal data where necessary to carry out our business activities, including manufacturing, supplying, and supporting sterile neurosurgical patties.

We are registered with the Information Commissioner's Office (ICO) as a data controller.

2. Lawful Bases for Processing

We process personal data under the following lawful bases:

- **Contract** – where we need to process your data to deliver goods or services
- **Legal obligation** – to comply with medical device regulations and traceability requirements
- **Legitimate interests** – for routine business operations, complaint handling, and audit readiness
- **Consent** – where you have given us clear permission (e.g. contact form enquiries)

3. Your Data Protection Rights

You have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your information
- Object to or restrict how we use your data
- Withdraw consent at any time (where applicable)
- Lodge a complaint with the ICO at www.ico.org.uk

To exercise your rights, please email chelmer@talk21.com

4. How We Protect Your Data

We use secure systems and physical safeguards to prevent unauthorised access, alteration, or loss of your personal data. Access is limited to authorised personnel and third parties under strict contractual controls.

5. Third-Party Providers

We use trusted service providers to support our business. For example, invoices are generated and sent using 3rd party software, which stores data securely and is fully UK GDPR compliant.

6. Retention and Review

We retain personal data only as long as necessary for regulatory, legal, and operational purposes. Data retention periods (e.g. 10 years for device traceability) are documented in our internal data handling procedures.

This GDPR statement is reviewed following any significant changes to our operations or the law.

Chelmer Surgical Supply Ltd

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