



Cellma
User App

Cellma
Patient App

cellma

cellmaflex

Employee
App

iProms
Patient App

Vaccine
Management

Dashboards

Patient
Portal

RioMed Privacy Notice



Document Control

Document Location

The source of the document will be found in location:

- On SharePoint Location under knowledge Bank → Organisation Level Processes → Global Org Wide Policies, Procedures, Templates → RioMed Policies and Procedures (IG, ISO, HR, Other)

Subsequent versions of this document will be found in the same folder.

Revision History

Revision date	Version	Summary of Changes	Author
Feb 2025	V1.0	Final Submitted document	Aditi Jamkhindikar
Feb 2026	V1.01	Privacy Notice updated	Roja Muthagari

Approvals

Version 1.0 and above of document requires the following approvals:

Name	Signature	Title	Date of Issue	Version
Mario Mohammed		Managing Director	Feb 2025	V1.0
Mario Mohammed		Managing Director	Feb 2026	V1.01

Approval records are held electronically by the PMO.

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RioMed Ltd – Privacy Notice, Feb 2026

1) The Privacy Notice

This privacy notice aims to give you information on how RioMed Ltd collects and processes your personal data using this website via your mobile device, desktop computer or your web browser. We may collect your personal information for two purposes which are for:

- Providing your contact details for a demo of our application, Cellma, or for general enquiries around our products and services.
- Providing your contact details when enquiring for a job role within the company.

If you have any questions about this policy, please email dpo@riomed.com. Our nominated representative for Data Protection is Shafeda Mohammad.

2) About us

RioMed Ltd. is a privately owned international software development company. We specialise in a clinical information system, providing dynamic and integrated digital solutions. RioMed effectively manages all aspects of the healthcare system and promotes the transition to a 'paperless' infrastructure.

3) The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified.

- We process your personal data if we understand from you that you may be interested in purchasing our products or services or providing your data for employment.
- We process personal data in accordance with UK GDPR under applicable legal bases such as consent, legitimate interests, and where necessary for contractual or legal obligations.

What data do we hold about you and how do we obtain this?

- We will obtain information about you when you enquire about our products or services. Typically, the information we obtain will be your contact details.
- If you have visited our website we may automatically collect some personal information including details of your browser and operating system, the website from which you visit our website, the pages that you visit on our website, the date of your visit and the internet protocol (IP) address assigned to you by your internet service. We collect some of this information using Google Analytics and Cookies – Please see section 5 for further information.

Your data that we process with your consent?

- We may provide you with marketing information about our product or services.

- We will keep you informed of events that we think will be of interest of you.
- We may contact you for market research and satisfaction surveys.
- We may use your interaction with our website to identify which products and services will be the most pertinent to you and deliver targeted and relevant messages to you.
- We will contact you when job vacancies are available if we deem you to be appropriate for the role required.

How long does RioMed keep your data for?

- If you have expressed an interest in purchasing products or services from us, we will retain your contact details and related information concerning your enquiry for five years from the date that we last had contact with you.
- If you have purchased goods or services from us, we will keep the data relating to that purchase (e.g. order forms and invoiced related to that correspondence) for six years from the date of the initial purchase.
- If you have an ongoing contract with us, we will continue to hold your data. Once a contract is terminated, we will hold your data for six years.
- If you have expressed an interest in prospective employment within RioMed Ltd., we retain your information for the duration of the recruitment process. Following completion, your data will be securely deleted unless you have provided consent for it to be retained for future opportunities.

4) Links to other Sites

Our website contains links to other sites. Please be aware that RioMed does not accept responsibility for the content or privacy practices of other sites. It is important for you to be aware when you leave our website to read the privacy policies of any other site that collects your information.

5) Our use of Google Analytics and Cookies:

- Like many websites, we also use Google Analytics to collect information about access and use of our website. Google Analytics imbeds a permanent cookie in your browser which logs data, to allow for analysis and to improve the usage of our website. The data that we may collect includes:
 - Your IP address
 - The time and date of your visit
 - The time you spend on certain pages on our site
 - Various other statistics
- You may modify your cookie usage in your browser settings; non-essential cookies, including analytics cookies, are only used with your consent, which can be managed through cookie settings on our website. Google's ability to share and use your information collected is restricted by the [Google Analytics Terms of Service](#) and the [Google Privacy Policy](#).

- Cookies are small text files that are placed on your computer by websites that you visit. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site. The information may be processed by third-party service providers such as Google Analytics in accordance with their applicable privacy policies.
- We utilise this information to make each visit to the website more rewarding and provide us with information to help improve our service. We do not know (and do not wish to know) the identities of the individuals who visit our website.

6) Disclosure of your information:

We may disclose or share your personal data if we are under a responsibility to comply with any legal obligation, or to impose or apply our terms of use and other agreements; or to shield the rights, property, or safety of RioMed, our customers or others.

7) Where we store your personal data:

- We will take all necessary provisions to ensure that your data is treated securely in accordance with this privacy notice.
- We have in place extensive security procedures, along with technical and organisational measures to safeguard your personal information.
- Where personal data is transferred outside the UK, appropriate safeguards such as International Data Transfer Agreements (IDTA), Transfer Risk Assessment (TRA) & Data Processing Agreements are in place.
- For the best protection of your personal information, please keep in mind that data sent over mobile networks (such as public Wi-Fi or 3G/4G) may not always be fully secure. We apply strong safeguards to protect your data, but complete security during transmission cannot be guaranteed. Please take care when sharing information online.

8) Your rights:

Your right to access your data

- RioMed always aims to be as open as we can and allow people access to their personal information. In the instance that we hold your personal data, you can make a 'subject access request' to us and we will provide you with:
 - A description of it
 - An explanation of why we are holding it
 - A copy of the information in a comprehensible form.

- If you would like to make a **‘subject access request’** please send an email to dpo@riomed.com. Please mark it clearly as **‘Subject Access Request’**.
- RioMed will complete your **‘subject access request’** within 1 month.

Right to stop marketing messages

- You have the right to stop marketing messages. If you do wish to stop receiving marketing material, please send an email to dpo@riomed.com.

Right to be forgotten

- If we hold personal data about you, but it is no longer necessary for the purposes that it was collected and cannot otherwise be justified, you have the right to request that we delete the data.

Right to restrict data

- If we hold personal data about you, and you believe it to be inaccurate you have the right to request us to restrict the data until it is verified.

9) Removing your consent

By submitting your personal information, you consent to the use of that information as set out in this policy. You can withdraw your consent at any time by emailing dpo@riomed.com

10) Changes to our Privacy Notice

Any changes that are made to our Privacy Notice will be posted on the website. Please check the website frequently to see any updates or changes to our Privacy Notice.



www.riomed.com



Sexual Health

Occupational Health

Diabetes

Oncology

Ophthalmology

Audiology

Rheumatology

Dental

Maternity

Paediatrics



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