

PRIVACY POLICY

Privacy Policy For All Pharmacy Customers

Langho Pharmacy Ltd, head office: 53 Woodnook road, Appley Bridge, WN6 9JR

Our pharmacists and staff are members of your local healthcare team.

They aim to provide you with the highest quality of healthcare. To do this they need to keep records about you, your health and the care we have provided or plan to provide to you.

We know that you value your privacy and the security of personal information held about you.

Information recorded

As part of providing a professional, safe and efficient service, there is certain information that we record. This includes details of drugs and appliances dispensed against NHS prescriptions as well as significant advice given, and referrals made to other health professionals and any other relevant information.

Information recorded may include:

- basic details about you, such as address, date of birth, next of kin
- records of medicines you have been prescribed by your doctor or another qualified prescriber, and which have been supplied by this pharmacy
- details of medicines purchased from the pharmacy without a prescription (“over the counter medicines”)
- other details and notes about your health and medical treatment
- information relevant to your continued care from other people who care for you and know you well, such as other health professionals and relatives
- any other services we provide to you, for example, a flu vaccination.

Processing Information

We process your personal data, which includes:

information from your prescriptions and any other pharmacy and health care services we provide to you (including new medicines service, flu vaccinations, stop smoking services etc.) for the purposes of:

- your care – providing pharmacy services and care to you and, as appropriate, sharing your information with your GP and others in the wider NHS
- our payments – sharing your information with the NHS Business Services Authority, others in the wider NHS, and sometimes Local Authorities, and only limited information to those external to the NHS who negotiate and check the accuracy of our payments
- management – sharing only limited information with the NHS Business Services Authority and others in the wider NHS, and sometimes Local Authorities; as well as those external to the NHS who ensure we maintain appropriate professional and service standards and that your declarations and ours are accurate.

We hold your information for as long as advised by the NHS.

We process your personal data in the performance of a task in the public interest for the provision of healthcare and treatment. A pharmacist is responsible for the confidentiality of your information.

Your Rights

You have the right to confidentiality under the General Data Protection Regulation and [the Data Protection Act 2018] and the common law duty of confidence.

We also comply with the NHS Code of Practice on Confidential Information and pharmacists have a requirement under their professional standards to keep records about you confidential, secure and accurate.

All of our staff contracts of employment contain a requirement to keep patient information confidential.

You may choose to opt out of the NHS using your data for planning and research purposes – please ask for details.

Our guiding principle is that we process your records in strict confidence.

Your right to view your health record

You have the right to ask for a copy of all pharmacy records about you (generally in paper or electronic form).

There will be a charge for a printed copy of the information we hold about you. We are required to respond to your request within one month.

You will need to give adequate information in order for pharmacy staff to identify you (for example, full name, address and date of birth). You will be required to provide ID, for example a passport, full driving licence or credit/debit card before any information is released to you.

If you think any information, we hold on you is inaccurate or incorrect, please let us know.

You may object to us holding your information.

You may lodge a complaint with the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Our Data Protection Officer is Arti Patel contactable at Langho Pharmacy Ltd, 53 Woodnook road, Appley Bridge, WN6 9JR. email arti.pate8@nhs.net

Privacy Policy For Website Users

The EU General Data Protection Regulation (GDPR) includes rules on giving privacy information to anyone using our online services. Further information about your rights under GDPR can be found at www.ico.org.uk

- Registration on this site is only requested if you wish to register your nomination **with Langho Pharmacy Ltd.**
- Our full privacy policy is above
- We will never pass, sell or share your personally identifiable data to third parties except when legally required to do so or when you have specifically given us consent to do so. You may review, edit, or soft delete your information at any time. **Langho Pharmacy Ltd** are obliged to keep some data for certain periods of time for the purposes of patient safety, professional pharmacy regulations and NHS record keep and business processing.
- Every effort has been made to make sure our databases are secure. Your information can only be accessed by **Langho Pharmacy Ltd** and IT contractors. Occasionally, information may be viewed by trusted third parties such as IT personnel for the purpose of improving this site.

- The site and our servers and third party service providers wherever they are based, have appropriate technical and organisational measures in place to protect against unauthorised or unlawful use of your personal information as well as the accidental loss, destruction or damage of your personal information whilst under our control.
- However, no data transmission over the internet can ever be guaranteed to be 100% secure and whilst we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us and you do so at your own risk.
- Your Community Pharmacist may use the information you supply to help in improving your wellbeing by informing your health decisions through advice, diagnostic testing and the management of chronic conditions. The information you supply here is important and will help **Langho Pharmacy Ltd** understand your health needs better and improve the service given to you. With your permission only, **Langho Pharmacy Ltd** may in future use this information to:
 - Update you with information on services relevant to you provided by **Langho Pharmacy Ltd** and the NHS.
 - Update you with any public health alerts, drug recalls and changes in treatment advice and also information relevant to your condition(s)
- Under certain circumstances we may occasionally be required by law, court order or governmental authority to disclose certain types of personal information and we reserve the right to comply with any such legally binding request. Examples of the type of situation where this would occur would be:
 - the administration of justice
 - where we have to defend ourselves legally
 - complying with the mandatory requirements of a government department collecting information
 - to protect or defend the rights or property of **Langho Pharmacy Ltd** or users of our services.