

Community Pharmacy South Yorkshire: Privacy Policy June 2024

Introduction

Community Pharmacy South Yorkshire (CPSY) is committed to protecting the privacy and security of the personal information of our members, employees, patients, and all other stakeholders. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information in accordance with applicable laws and regulations

1. Information We Collect

CPSY may collect the following types of personal information:

- Personal Identification Information: Name, address, , contact details, bank account details and, for staff, pension details.
- Health Information: Medical history, prescriptions, medication usage, and other health-related information (no patient names are identified in this data)
- Payment Information: Financial information necessary for processing payments.
- Professional Information: Credentials, registration details, employment history, and other relevant professional information.

2. How We Use Your Information

CPSY use personal information for the following purposes:

- Provision of Services: To provide, manage, and enhance pharmaceutical services.
- Compliance: To comply with legal and regulatory requirements, including reporting to health authorities.
- Communication: To communicate with you regarding training events, news around matters of interest to contractors, services, regulatory issues, best practice and patient safety.
- Billing: To process payments and manage billing information.
- Professional Activities: To verify credentials and manage professional memberships and certifications.

3. How We Share Your Information

CPSY may share your information in the following circumstances:

- Service Providers: We provide limited health data (no patient names are identified in this data) to the service commissioner and/or those identified during the consent process of the service.
- Legal Requirements: When required by law, regulation, or legal process, such as in response to a court order.
- Health Authorities: With health authorities and agencies as required for public health and safety.
- Relevant Stakeholders: We provide details, as appropriate, to NHS England, NHS Business Services Authority, Primary Care Support England, commissioners of NHS services, Community Pharmacy England, those who assist management of the LPC, and other organisations for mutual support and advice.

4. Data Security

CPSY implement appropriate measures to protect personal information from unauthorised access, use, disclosure, alteration, or destruction. These measures include encryption, access controls, and secure data storage solutions.

5. Data Retention

CPSY retain personal information only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements.

6. Your Rights

You have the following rights regarding your personal information:

- Access: To request access to your personal information.
- Correction: To request correction of inaccurate or incomplete information.
- Deletion: To request deletion of your personal information (subject to legal and contractual restrictions).
- Objection: To object to the processing of your personal information in certain circumstances.

To exercise these rights, please contact us using the information provided below.

7. Changes to this Privacy Policy

CPSY may update this Privacy Policy from time to time and will review annually. Any changes will be effective upon posting the revised policy.

8. Data Protection Officer

The CPSY Data Protection Officer is Chris Bland.

9. Complaints

Initially, complaints should be raised directly with CPSY using the contact details provided below. If you are not satisfied with our response or wish to escalate the matter further, you can file a complaint with the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact the Data Protection Officer at:

Community Pharmacy South Yorkshire
PO Box 7077
Nuneaton
CV11 9PP

Email - Info@cpsy.org.uk

11. Effective Date

This Privacy Policy is effective as of 1st June 2024