

Spirit Pharmacy Privacy Notice

Spirit Pharmacy provides medicines to customers via prescriptions. The prescriptions are provided either electronically or via post. Patients can place their orders through our website, email or telephone.

As part of the services performed by Spirit Pharmacy, we have access to special category of personal data - identifiable patient data.

What information is being collected by Spirit Pharmacy?

General information:

- Name
- Address
- Date of Birth
- NHS number
- Telephone number
- Email address
- Surgery address
- GP name
- Medication

How is it collected?

All information is collected directly from the patient via:

- Prescriptions
- Spirit Pharmacy Website
- Telephone calls
- E-mails

Why is it being collected?

This information is being collected to process prescriptions.

Information is collected for

The information is collected for accurate processing and dispensing of prescriptions.

How will it be used?

- To contact NHS and other Healthcare providers to ensure medication safety
- To provide medication to the patient
- To improve the health of patients

Who will it be shared with?

- All employees of Spirit Pharmacy
- NHS Prescription Services (for payment and audit purposes)

Where will the data be stored?

All data collected will be stored within the servers hosted in Microsoft's Azure cloud. The server is only accessible to Spirit and is managed by us too. The data is also stored on the NHS N3 secure network.

Automated decisions

No automated decision making is used with the data collected.

Your rights as a data subject

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request;
- Require the organisation to change incorrect or incomplete data;
- Require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- Object to the processing of your data where Spirit is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact lisa.wakeford@spirit-healthcare.co.uk

Accessing your information

If you would like to access the information we hold on you please write to Lisa Wakeford. lisa.wakeford@spirit-healthcare.co.uk

The Data Protection Officer (DPO)

Spirit have appointed a DPO. This is our Head of Governance – Lisa Wakeford. The role of the DPO is to assist data 'Controllers' and 'Processors' to comply with data protection law and avoid the risks that organisations face when processing personal data.

The Data Controller

The Data Controller responsible for keeping your information confidential is:
Spirit Pharmacy,
Spirit House,
Saffron Way,
Leicester, LE2 6UP
Telephone: 08008815423 www.spirit-healthcare.co.uk

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

Information Commissioner

The Data Protection Act 2018 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. These details are publicly available in the Register of Data Controllers. Our Registration number is: ZA493297

Further information can be obtained from:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, SK9 5AF

Telephone: 0303 123 1113

www.ico.org.uk