

K2 Innovations Ltd (Newton Pharmacy) Privacy Notice

Our pharmacists and their team are members of your 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 care we have provided or plan to provide to you.

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

Information Recorded

Information as part of providing a professional, safe, and efficient service, requires certain information to be recorded. This includes details of medicines and appliances dispensed against NHS/private prescriptions as well as significant advice given, personal details relating to the dispensing and subsequent delivery, referrals made to other health professionals and any other relevant information.

Information recorded may include:

- Basic information about you, such as address, date of birth, contact information, name, 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;
- Records and images of the medication pouches provided;
- Delivery information via couriers or delivery drivers;
- Other details and notes about your health and medical treatment;
- Information relevant to your continued care from other people who care for you, such as health professionals and relatives/carers/someone who may act on your behalf (if applicable)
- Any other services we provide to you, for example a new medicines service, discharge medicines service, medication pouch information and associated documentation

Processing Information

We process your personal data, which includes information related to prescriptions and any other pharmacy and health care services we provide to you (e.g. new medicines services, medication pouching services, discharge medicines service).

We process your personal data for the purposes of:

Your care: Providing pharmacy services and care to you and, as appropriate, receiving service and health records information if you have selected our pharmacy and 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; and,

Management: Sharing only limited information with the NHS Business Services Authority, NHS Digital 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.

Information Sharing and Marketing: Holding and using personal information to share updates about the pharmacy and other services. This may include reduced opening hours for example.

We hold information for as long as advised by the NHS or as dictated by legislation or best practice requirements.

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.

We may ask whether you wish to choose our pharmacy to receive and process your future electronic prescriptions. If you choose to nominate our pharmacy you can still change or cancel your selection later by speaking to a pharmacy team member.

Our pharmacy professionals may consult relevant records to support your care, such as NHS summary care records or local shared care records. We align with NHS protocols for use of records. We may also ask you if, whilst you remain under our care, our pharmacy professionals can consult relevant records. If you allow us to use those health records this will help to ensure that relevant medical information is visible to our professionals.

We may use third parties to process/store your information, however these are verified as being compliant with Data Protection Legislation prior to use. For further information about how we use third parties to process/store your information, please make contact with the pharmacy and a member of the team will be able to assist.

Your rights

You have the right to confidentiality under the General Data Protection Regulations, other data protection laws 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 – details obtained by:

- Visit <https://www.nhs.uk/your-nhs-data-matters/> website portal;
- Using the NHS App;
- Writing by post using the instructions at the web link above; or by
- Calling the NHS Digital contact centre – 03003035678 (open Monday-Fridays, 09:00-17:00)

Our guiding principle is that we hold 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).

Generally, there will be no 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 identification, for example a passport or full driving license before any information is release 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 Superintendent Pharmacist is Joseph Steven Costello-Dunn.

Our Caldicott Guardian and Information Governance Lead is Catherine Dickinson, who can be contacted via phoning 01476 852752 or writing to Newton Pharmacy, Unit 10 Chandlers Yard, Greyfriars, Grantham, Lincolnshire, NG31 6PG.

By using Newton Pharmacy you agree for us and relevant third parties to process/store/use your information for the purposes of providing health and social care services, which are all compliant with Data Protection Legislation. If you require further clarification about how we store, process and use your data, please make contact with the pharmacy where a member of the team will be able to assist, before using Newton Pharmacy.

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