

Community Pharmacy West Yorkshire gather and process your information in accordance with this privacy notice and in compliance with the relevant data protection regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your data. We process the names and contact details of community pharmacy contractors, other Local Pharmaceutical Committee (LPC) Officers, Members and staff, in England, and others (e.g. commissioners and press contacts), for the purposes set out in our Constitution.

Representing, supporting and promoting NHS community pharmacies – We work with contractors, other LPCs, NHS England and other NHS bodies, and with the Department of Health and Social Care and others, to support community pharmacies, promote opportunities for the development of community pharmacy services and negotiate the contractual terms for the provision of NHS community pharmacy services.

Patients and Community Pharmacies

We may process limited patient health information as part of locally commissioned services carried out by community pharmacies, to assist with:

- Payment and management
 - collating limited health data (no patient identifiable data is held) from community pharmacies and providing this to the commissioner, the person paying for the service, for example NHS England or a Local Authority.
 - we provide such limited health data only to service commissioners

Community Pharmacies

We process your personal data (as well as your community pharmacy data), for example, your pharmacy name, address, contact details and appropriate information for payment of the levy, to:

Represent and support you, as provided by the Community Pharmacy West Yorkshire Constitution

- providing information to you, and to area managers and head office contacts on, for example, training events, news, services, regulatory issues, best practice and patient safety.
- providing your 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 Community Pharmacy West Yorkshire and other organisations for mutual support and advice

We may hold your bank account details for the payment of any commissioned services claimed through PharmOutcomes which Community Pharmacy West Yorkshire is responsible for processing.

We hold your information for as long as advised by the NHS or, if you are with a community pharmacy or connected with a contractor in West Yorkshire, for as long as you are a contractor plus 10 years. You have a right to a copy of the information we hold about you, generally without charge. You may seek to correct any inaccurate information. For further information or to make a request, please contact us via info@cpwy.org.

We process your personal data in the performance of a task in legitimate interest, for the provision of healthcare and treatment and for the management of healthcare systems.

We are registered on the Information Commissioner's Office Register of Data Controllers under registration number Z3418831. The appointed person for the organisation is Kathryn Kelly, info@cpwy.org, 0113 2727560.

You may object to us holding your information. You may also lodge a complaint with the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, also see www.ico.org.uk.

Your information is stored on servers located in the United Kingdom and the US. We treat data as an asset that must be protected and use tools (encryption, passwords, physical security, etc) to protect your personal information against unauthorised access and disclosure.

External Third Parties

- Constant Contact, based in the US, who provide a marketing automation platform and email marketing service and the registration platform for event attendees.
- DocuSign, based in the US, who provide document signing services.
- Gaggle Mail, based in the US, who provide a group email discussion platform.
- Google Analytics, based in the US, who provide anonymised website usage data analytics.
- Google Ads, based in the US, who provide website advertising service based on your interactions with our website.
- HM Revenue & Customs, regulators and other authorities action as processors or joint controllers based in the UK who require reporting of processing activities in certain circumstances.
- Lloyds Commercial Banking, based in the UK, who provide banking services.
- Moorepay Ltd, based in the UK, who provide payroll processing services.
- Sage, based in the UK, who provide an accounting software package.
- Scottish Widows, based in the UK, who provide pension services.
- Survey Monkey, based in the US, who provide services in connection with surveying members.
- Telegram Messenger, based in Dubai, who provide a messaging and audio calling cloud-based app.
- Zoom, based in the US, who provide webinar services for event attendees.

Visiting Our Website

We look after your personal data when you visit our website www.cpwy.org. Our site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. Here's more about what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the site's functionality. For more general information on cookies see the Information Commissioners article on Cookies [here](#).

We use cookies for a variety of reasons detailed below:

In most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not, in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the storing of cookies by adjusting the settings on your browser (see your browser's "Help" function for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore, it is recommended that you do not disable cookies.

The Cookies We Set

- Reporting Forms – when you submit data through a form such as those found on contact pages or comment forms, cookies may be set to remember your user details for future correspondence and/or to identify spam submissions.
- Third Party Cookies – in some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.
- Google Analytics – this site uses Google Analytics which is one of the most widespread and trusted analytics solutions on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content. For more information on Google Analytics cookies, see the official Google Analytics page.
- IP Addresses – as part of the data we hold about you, this may include IP addresses through the use of our marketing systems.

More Information

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site.

General

We keep our privacy policy under regular review, and we may amend this at any time by posting the amended version our website. If you have any questions, comments or require further information about this policy, please contact info@cpwy.org.