



## **Avail Pharmacy** **GDPR Compliance Statement**

As a business we take Information Governance very seriously. We have in place established information management systems.

At Avail Pharmacy, your privacy matters to us and we want you to be confident that your data is safe and secure with us. We invite you to carefully read this Privacy Policy, which sets out in which context we are processing your data and explains your rights and our obligations when doing so.

Should you have any further question in relation to the processing of your data, you can contact us via email to our Data Protection Officer at [info@availpharmacy.co.uk](mailto:info@availpharmacy.co.uk)

### ***What information do we have about you?***

We collect various types of data about you, including:

Your general and business information (e.g. name, first name, last name, email and/or postal address, phone number, organisation bank details).

Your function (e, g. title, position, name of company and/or trading name)

We may also collect your identifiable information (such as name, address, telephone number, e-mail address or other identifying information) only when you choose to submit it to us.

### ***How will we use the information?***

We always process your data for a specific purpose and only process the data which is relevant to achieve that purpose. We may process your data for the following purposes:

To support the IT services, we provide to you.

To process and manage your orders and account.

To provide you with appropriate and adequate products and services.

To improve the quality of our interactions and services by adapting our offering to your specific needs.

To answer your requests and provide you with efficient support.

To track our sales and customer service activity.

To manage our IT resources, including infrastructure management and business continuity.

Preserve the company's economic interests and ensure compliance and reporting (such as complying with our policies and local legal requirements, tax and deductions, managing alleged cases of misconduct, or fraud).

Conducting audits and defending litigation.

Managing mergers and acquisitions involving our company.



Archiving and record keeping.

Billing and invoicing.

Any other purpose imposed by law and authorities

To provide accurate diagnoses, tailored treatments, and follow-up care.

To maintain and update medical records for continuity of care.

To send appointment reminders, test results, and relevant healthcare information.

To respond to patient enquiries or concerns.

To comply with legal obligations, such as reporting communicable diseases to public health authorities.

For auditing and quality assurance purposes required by law.

To process insurance claims or payments for services rendered.

To provide itemised bills and handle financial queries.

To conduct research, training, and staff development (using anonymised or pseudonymised data).

To improve our services and operational efficiency.

To share information with specialists, laboratories, or other healthcare providers directly involved in your care.

Ensuring all third parties comply with strict confidentiality and data protection standards.

To share essential details during emergencies to protect life or safety.

## **Avail Pharmacy Privacy Policy**

### ***Who has access to your data and to whom are they transferred?***

We will not sell, share, or otherwise transfer your data to third parties other than those indicated in this Privacy Policy.

During the course of our activities and for the same purposes as those listed in this Privacy Policy, your data can be accessed by, or transferred to the following categories of recipients, on a need to know basis to achieve such purposes:

Our personnel (including management, staff personnel and departments)

Our IT systems providers, cloud service providers, database providers and consultants.

Our business partners who offer products or services jointly with us or with our subsidiaries or affiliates.

Any third party to whom we assign or novate any of our rights or obligations; and

Our advisors and external lawyers in the context of the sale or transfer of any part of our business or its assets.

The above third parties are contractually obliged to protect the confidentiality and security of your data, in compliance with applicable law.



Your data can also be accessed by or transferred to any national and/or international regulatory, enforcement, public body or court, where we are required to do so by applicable law or regulation or at their request.

### ***How do we protect your data?***

We have implemented appropriate technical and organisational measures to provide a level of security and confidentiality to your data.

These measures consider:

The state of the art technology, the cost of its implementation, the nature of the data, and the risk of the process alteration, accidental loss, unauthorised disclosure or access and against other unlawful forms of processing.

Moreover, when handling your data, we:

Only collect and process data which is adequate, relevant and not excessive, as required to meet the above purposes; and we will ensure that your data remains accurate and up to date.

For the latter, we may request you to confirm the data we hold about you. You are also invited to spontaneously inform us whenever there is a change in your circumstances, so we can ensure your data is kept up-to-date.

### ***Where do we store your data?***

Your data is stored at our office: Unit B, Princes Drive, Coventry Road, CV8 2FD. Some data is held in a hard copy at our secure premises, on our Customer Account Management system, our cloud service provider, our accounting system and with our contracted IT service provider.

Your data will always be kept safe and secure whilst with us and our providers.

### ***How long do we store your data?***

We will only retain your data for as long as necessary to fulfil the purpose for which it was collected or to comply with legal or regulatory requirements.

If you are not satisfied with how we process your data, please address your request to our Data Protection Officer at [info@availpharmacy.co.uk](mailto:info@availpharmacy.co.uk) who will investigate your concern.

In any case, you also have the right to file a complaint with the competent data protection authorities, in addition to your rights above.



***How will you be informed of the changes to our Privacy Policy?***

Any future changes or additions to the processing of your data as described in this Privacy Policy will be notified to you in advance through an individual notice through our usual communication channels (e.g. by email or via our internet websites)