

Privacy Notice

Who We Are

Community Pharmacy Hertfordshire (CPH)

Unit 27b Weltech Centre, Ridgeway, Welwyn Garden City, AL7 2AA

This Privacy Notice explains how Community Pharmacy Hertfordshire (CPH) collects, uses, and protects your personal data. We are committed to transparency and ensuring your privacy is respected.

The Data We Collect and Why

We collect and process different types of personal data depending on whether you are a community pharmacy or a patient.

For Community Pharmacies

We process your personal data (and your pharmacy business data) to **represent and support you**, as outlined in the LPC Constitution. This includes information like your name, address, contact details such as mobile number and email address, and appropriate information for payment of the levy.

This section details how we handle information related to:

1. Pharmacy Contractors (Business & Levy Information)

We collect and process data related to **pharmacy contractors and their businesses** for purposes such as:

- **Levy Management:** Your name, address, contact details, and other appropriate information are used for the payment and management of the levy.
- **Information Sharing for Mutual Support:** We may provide your business details (e.g., pharmacy name, address, and primary contact information) to organisations such as NHS England, NHS Business Services Authority, Primary Care Support England, commissioners of NHS services, Community Pharmacy England, those who assist in the management of the LPC, and other relevant organisations for mutual support, advice, and to provide you with important information. This includes details on training events, news relevant to contractors, service updates, regulatory information, best practice guidelines and important deadlines.

2. Community Pharmacy Staff (Personal Data)

We may also hold **personal data for a number of community pharmacy staff members** (e.g., names, roles, and contact details for training or communication purposes, where provided directly to us).

- **Crucially, we will never share the personal data of individual community pharmacy staff members with any third party without their explicit permission.** This personal data is used solely for the purpose for which it was

provided (e.g., to register for training, receive direct communications, or for specific projects with consent).

For Patients

When community pharmacies provide services, we process limited patient health information. We do this to assist with payment and service management.

- We collate limited health data from community pharmacies. Please note that patient names are not identified in this data.
- This anonymised data is provided to the commissioner of the service, such as NHS England or a local authority, for payment or service management purposes.
- We only share this limited health data with the service commissioner and other parties explicitly identified during the service's consent process.

Our Legal Basis for Processing Your Data

We process your personal data because it is necessary for the performance of a task carried out in the public interest. This includes the provision of healthcare and treatment, and for health data, the management of healthcare systems.

An appropriate person within CPH is responsible for ensuring the confidentiality of your health data.

Your Rights

You have important rights regarding your personal data:

- **Right to Access:** You have the right to request a copy of the information we hold about you, free of charge.
- **Right to Rectification:** You can ask us to correct any inaccurate information we hold about you.
- **Right to Object:** You have the right to object to us holding or processing your information.

How Long We Keep Your Data

We retain your information for as long as advised by our retention guidelines that follow national statutory and regulatory requirements.

How to Contact Us or Make a Complaint

If you have any questions, want more information, or wish to exercise your rights, please contact CPH:

Email: info@cpherts.org.uk **Telephone:** 01707 390095

If you are not satisfied with our response to your complaint, you can escalate the matter to:
The Information Commissioner's Office (ICO): <https://ico.org.uk/>.

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