**Opus Privacy Policy**

**Who We Are**

**Opus Pharmacy Services Limited** *(‘we’ or ‘us’ or ‘our’)* gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

**Opus Pharmacy Services’** registered office is at **Quatro House, Lyon Way, Frimley, Camberley, GU16 7ER** and we are a company registered in England and Wales under company number **05128360.** We are registered on the Information Commissioner's Office Register; registration number **Z2698168**, and act as the **data processor** when processing your data**.** Our designated Appointed Person is **Rachel Charlick**, who can be contacted at our registered office and at [Rachel@opuspharmserve.com](mailto:Rachel@opuspharmserve.com).

**Information That We Collect**

**Opus Pharmacy Services** processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

***The personal data that we collect from is: -***

* Name
* Personal Email
* Business Email
* Work Telephone Number
* Mobile Telephone Number
* Special Category Data (*i.e. health/medical information on occasions)*
* Details of transactions you carry out through our Site and of the fulfilment of your orders.
* Details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

***We collect information in the below ways: -***

* Online form
* Website orders
* Bookings via email
* Bookings via telephone call
* Email or telephone correspondence
* Responses to marketing emails
* Medication audits

**How We Use Your Personal Data (***Legal Basis for Processing)*

**Opus Pharmacy Services** takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. ***The purposes and reasons for processing your personal data are detailed below: -***

* *We collect your personal data in the performance of a contract or to provide a service and to ensure that orders are completed and workbooks or audits can be sent out to your preferred address or invoices for services sent to the appropriate person.*
* *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes*
* *To ensure that content from our site is presented in the most effective manner for you and for your computer.*
* *To allow you to participate in interactive features of our service, when you choose to do so.*
* *To notify you about changes to our service.*
* *We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests.*

**Your Rights**

You have the right to access any personal information that **Opus Pharmacy Services** processes about you and to request information about: -

* What personal data we hold about you
* The purposes of the processing
* The categories of personal data concerned
* The recipients to whom the personal data has/will be disclosed
* How long we intend to store your personal data for
* If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable)* in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

**Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **Opus Pharmacy Services** uses **third parties** to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

***Mad About Book-Keeping***

*We use Mad About Book-Keeping Ltd to do our bookkeeping and tax returns and they act in the capacity of a processor on our behalf. The only information we provide them with is your name, your company email address, business address and order details to meet business and legal requirements.*

*For more information about Mad About Book-Keeping Ltd, please read their Privacy Notice at* [*http://www.madaboutbookkeeping.co.uk/*](http://www.madaboutbookkeeping.co.uk/)

***I2D2 Limited***

*We use I2D2 Limited to provide our e-learning support and Learning Management System. The information we provide them with is your name, company email address, business address and order details to meet business and legal requirements.*

*For more information about I2D2 Limited please read their Privacy Notice at* [*http://www.i2d2.com/*](http://www.i2d2.com/)

**Safeguarding Measures**

**Opus Pharmacy Services** takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, ***including:* SSL, TLS, encryptions, restricted access, IT authentication, firewalls, anti-virus/malware etc.**

**Transfers Outside the EU**

The data that Opus Pharmacy Services collects from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

**Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to **Opus Pharmacy Services,** however, as this information is required for us to provide you with our services, we will not be able to offer some/all our services without it.

**Legitimate Interests**

As noted in the *‘How We Use Your Personal Data’* section of this notice, we occasionally process your personal information under the legitimate interests’ legal basis. Where this is the case, we have carried out a thorough Legitimate Interests’ Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

We use the legitimate interests’ legal basis for processing your name and business email address in order to provide you with certain marketing materials that contain details of products and services identified as being of particular interest and providing a benefit to you and your organisation.

**How Long We Keep Your Data**

**Opus Pharmacy Services** only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data *(name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing or where you are an ongoing customer of Opus Pharmacy Services, we will keep such data until you notify us otherwise and/or withdraw your consent.

**Special Categories Data**

Owing to the products and services that we offer, **Opus Pharmacy Services** sometimes needs to process sensitive personal information (*known as special category data*) about you, your staff or certain people using your service, to prepare a Medication Audit for your organisation or to process evaluations from training courses undertaken. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

**Marketing**

Occasionally, **Opus Pharmacy Services** would like to contact you with details of the products and services that we provide, news and sector updates, and any promotions we have. If you consent to us using your contact details for this purpose via our website, by telephone or by email, you have the right to modify or withdraw your consent at any time by using the opt-out/unsubscribe options or by contacting **Opus Pharmacy Services** directly.

Occasionally, **Opus Pharmacy Services** would like to contact you with details of the products and services that we provide, news and sector updates, and promotions we have that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

If you would prefer ***not*** to receive above-mentioned marketing and offers, please contact Opus on [info@opuspharmserve.com](mailto:info@opuspharmserve.com)

**Lodging A Complaint**

**Opus Pharmacy Services** only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

**Opus Pharmacy Services Limited**

**Rachel Charlick**

**Quatro House, Lyon Way, Frimley, Camberley, Surrey GU16 7ER**

**Rachel@opuspharmserve.com**

**Information Commissioners Office**

[**https://ico.org.uk/global/contact-us/**](https://ico.org.uk/global/contact-us/)

**Tel: 0303 123 1113**

**Opus Pharmacy Services** take your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our Privacy Notice. If you consent to us collecting and processing your personal data, please complete tick below: -

I **[insert data subject name]** consent to you processing my personal data as detailed in your Privacy Notice: ☐