

## Your Rights

### Confidentiality

There are a number of laws that mean you have the right to confidentiality. These include the General Data Protection Regulation (EU) 2016, the Human Rights Act 1998 and the Common Law Duty of Confidence. The Equality Act 2010 might also apply to you.

At Morrisons Pharmacy, we'll hold your records in the strictest of confidence. All of our staff are obliged to keep patient information confidential.

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.

### Your right to view your health record

You have the right to ask for a copy of all pharmacy records about you.

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 30 days.

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 ID, for example a passport, full driving licence or credit/debit card before any information is released to you.

You may object to us holding your information.

If you have a complaint, you can contact us by e-mail: [dataprotection@morrisonspc.co.uk](mailto:dataprotection@morrisonspc.co.uk), or you can contact the Information Commissioner via their website: [www.ico.org.uk](http://www.ico.org.uk)

**If you think any information we have about you is inaccurate, or simply isn't correct, please let us know.**

**For Morrisons full Privacy Policy please visit:**

**[my.morrisonspc.com/privacy-policy](http://my.morrisonspc.com/privacy-policy) or ask the Pharmacy for a copy.**

NHS services  
available here



Morrison's  
**PHARMACY**



Morrison's  
**PHARMACY**



YOUR EASY GUIDE TO . . .

# Health records and privacy

Safeguarding your personal details



Providing  
NHS services



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Our Pharmacists and their staff are here to offer the best healthcare service possible. That often means keeping a record about you - your health and any care we have provided or plan to give. However, you can rest assured that we'll handle your personal details with the sensitivity and confidentiality you would expect: keeping your private information - private.



## The details we keep

The kind of information we would need to keep on record about you could include any of the following:

**The basics** - Simple details about you, such as your address, phone number, your date of birth, and your next of kin.

**Your health** - Things we may need to know about your health, conditions you have and medical treatments you're being given.

**Prescribed medicine** - Medicine that's been prescribed by your

doctor that our Pharmacy has provided.

**Over-the-counter medicine** - Other medicine that you have brought from us over-the-counter - without the need for a prescription.

**Other information** - Any relevant details from those who care about you and know you well. They might be relatives, your doctor and other healthcare professionals.

As part of providing a professional, safe and efficient service, there is certain information that we record. This includes details of drugs and appliances dispensed against prescriptions, as well as significant advice given and referrals made to other health professionals and any other relevant information.

## Processing & retaining your information

Be confident that it is our policy at Morrisons Pharmacy to only share the information we hold about you if:

- You ask us to
- We ask - and you give us permission
- We have to by law
- We are permitted by law for certain reasons. For example, if the public interest is greater than the need to keep the information private.

### Processing Information

We process your personal data, which includes information from your prescriptions and any other pharmacy and health care services we provide to you (including medicines use reviews, flu vaccinations, stop smoking services etc.) for the purposes of:

**Your care** - Providing pharmacy services and care to you and, as appropriate, 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.

**Management** - sharing only limited information with the NHS Business Services Authority 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.

We hold your information for as long as advised by the NHS. This will be in accordance with our retention procedure.

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.