

Hello. This privacy policy explains what information we collect about you, how we may use it, and the steps we take to ensure that it is kept secure. We also explain your rights and how you can to contact us.

PATIENT RECORDS

Individual patients' privacy and the security of their confidential medical information, is of paramount importance to the running of Brennans Pharmacy. We operate in an entirely professional and regulated manner at all times, and the confidentiality of patients is never put at risk.

THE INFORMATION WE COLLECT

In order to provide you with the services you require, we will collect personal information about you from our website, telephone conversations, emails and written and verbal communications. These will include, for example, your name, address, email address, phone number and details that are relevant to the service(s) in which you are interested.

We may also collect sensitive personal data concerning health matters from or about you if you register for our Prescriptions Service.

INFORMATION ABOUT OTHER PEOPLE

If you provide information to us about any person other than yourself, you must ensure that they understand how their information will be used and that you are authorised to disclose it to us, and to consent to its use on their behalf, before doing so.

HOW WE WILL USE YOUR INFORMATION

All personal information that we obtain about you and/or any other person whose details you provide will be recorded, used, and protected by us in accordance with current data protection legislation, our Terms and Conditions and this Privacy Policy. We will primarily use the personal information to:

provide the services you request from us

communicate with you in the event that any services requested are unavailable or if there is a query or problem with your order for record keeping purposes

carry out market research so that we can improve the services we offer

track and analyse activity on our website

create an individual profile for you so that we can enhance your user experience, to understand and respect your preferences and to provide details of relevant offers and opportunities where you have agreed to receive them.

COOKIES

In common with many other website operators, we may use standard technology called 'cookies' on this site. Cookies are small pieces of information that are stored by your browser on your computer's hard drive and they are used to record how you navigate this website on each visit.

Our cookies are used to enable us to develop our website to reflect our customers interests and by noting who has seen which pages, properties and advertisements (including click through from emails), how frequently particular pages are visited and determining the most popular areas of our website. We may use cookies to enrich your experience of using the website by allowing us to tailor what you see to what we have learned about your preferences during your visits to the site.

Most browsers automatically accept cookies, but you can usually change your browser to prevent cookies being stored. Please note, if you do turn cookies off this will limit the service that we are able to provide to you and may affect your visitor experience.

OFFERS AND OPPORTUNITIES

We would like to contact you and/or any person whose information you provide to us to tell you and/or them about offers and opportunities that are available and about a range of other initiatives in a number of ways, including by post, telephone, text/picture/video message or by email. Details of how to opt-in to receiving details of offers are on relevant pages of this website. You can change your/their mind at any time (see the section "How to contact us" below).

SECURITY

We take the security of personal information seriously. We employ security technology, including firewalls, and Secure Socket Layers to safeguard information and have procedures in place to ensure that our paper and computer systems and databases are protected against unauthorised disclosure, use, loss and damage.

CHANGES TO THIS PRIVACY POLICY

Privacy laws and practice are constantly developing and we aim to meet high standards. Our policies and procedures are, therefore, under continual review. We may, from time to time, update our security and privacy policies and suggest that you check this page periodically to review our latest policies.

YOUR RIGHTS TO ACCESS YOUR PERSONAL INFORMATION

You have the right to receive a copy of the personal information that we hold about you. The same right applies to any other person whose personal information you provide to us. We may charge a small fee towards the cost of administering any request made.

HOW TO CONTACT US

Telephone: 01530 260 265

Email: op@brennanspharmacy.co.uk

Mail:

Brennans Pharmacy
31-33 High Street
Ibstock
Leicestershire LE67 6LG

Thank you and enjoy the site