

Privacy Policy

Everwell Pharmacy

238 Stockport Road

Timperley

WA15 7UN

GPhC Registration Number: 1029521

Email: info@everwellpharmacy.co.uk

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1. Introduction

Welcome to Everwell Pharmacy ("we," "us," or "our"). We prioritize your privacy and are dedicated to protecting and managing your personal data responsibly. This Privacy Policy explains who we are, how we collect, use, and share your personal data, and your rights concerning that information. It also provides guidance on how to contact us or the appropriate authorities if you have any concerns.

We are a UK-registered community pharmacy regulated by the General Pharmaceutical Council.

We process personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Applicable healthcare confidentiality standards

Everwell Pharmacy is the data controller for the personal data described in this policy.

2. How We Receive Your Information

We receive prescription and patient information from a UK-registered private prescriber via a secure electronic prescribing platform.

We may also receive information directly from you when:

- You communicate with us by email or telephone
- You make payment of an invoice
- You query a prescription or delivery

Patients do not place orders directly via our website.

3. What Information We Collect

We may collect and process:

- Full name
- Date of birth
- Address and contact details
- Prescription details
- Relevant medical information required for safe dispensing
- Payment confirmation details (processed securely via Stripe)
- Delivery information
- Communication records

We do not store full debit or credit card details.

4. How We Use Your Information

We use your personal data to:

- Verify and dispense prescriptions
- Issue invoices
- Arrange and manage delivery
- Maintain pharmacy records
- Comply with legal and regulatory obligations
- Respond to queries, complaints, or payment disputes

5. Lawful Basis for Processing

We process personal data under the following lawful bases:

- Provision of healthcare services
- Compliance with legal obligations
- Legitimate interests in operating a regulated pharmacy business

Special category health data is processed for the purposes of providing healthcare and pharmacy services.

6. Sharing Your Information

We may share information with:

- The issuing prescriber or prescribing practice
- Payment processors (e.g. Stripe)
- Delivery providers such as Royal Mail
- Regulators or authorities where legally required

We do not sell personal data.

7. Data Security

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss, or misuse.

Electronic prescriptions are received via secure platforms.

8. Data Retention

Pharmacy records are retained in accordance with UK professional and legal requirements.

Prescription and dispensing records are retained for the legally required minimum retention period.

9. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request restriction of processing
- Object to processing in certain circumstances
- Lodge a complaint with the Information Commissioner's Office (ICO)

10. Contact

If you have any questions about this Privacy Policy or how your data is handled, please contact:

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Email: info@everwellpharmacy.co.uk