

Privacy Notice for Complaints

Preliminary information:

At the PMCPA we take your data privacy seriously and are committed to protecting the privacy and security of your personal data.

This privacy notice describes how we process your personal data during and after a complaint has been submitted in accordance with the Data Protection Act 2018 and any other applicable law and regulation (hereinafter collectively referred to as “**Data Protection Laws**”).

This privacy notice covers all PMCPA employees plus interns, secondees, contractors, consultants, casual and agency workers, subcontractors that need to have access to any personal data following a complaint has been submitted via the form on our website, by email to complaints@pmcpa.org.uk or to the Director of the Prescription Medicines Code of Practice Authority, 2nd Floor Goldings House, Hay’s Galleria, 2 Hay’s Lane, London, SE1 2HB.

It is important that you read and retain this notice, together with any other privacy notice that we may provide on specific occasions when we are processing personal data, so that you are aware of how and why we are using such information and what your rights are.

What Personal Data does the PMCPA Process About you?

We process the following categories of personal data:

- When you first contact us, we will record your name, address, telephone number, email address and personal details of your complaint in a file that we hold.

The above mentioned personal data might be collected through the complaint form/via email /or by post. It is not mandatory that such details are provided.

How Does the PMCPA Process your Personal Data?

We are allowed to process your personal data for the purpose of handling your complaint according to the ABPI Code rules.

Who Has Access to Your Personal Data?

Your personal data noted above may be shared with employees on a “need to know” basis and in order to conclude the complaint procedure. If a case reaches the Appeal stage, parties can attend the appeal and present their case. All attending parties are in the same room with

the Appeal Board. If you chose to attend the Appeal Board hearing you will need to agree that your name will be made known to the Code of Practice Appeal Board and the respondent. The Chair will consider the use of an alternative name by request from a complainant who wishes to attend but not use their own name. The respondent would be so advised.

By making your complaint, you agree, the PMCPA may also share your personal data with approved subcontractors, in order for them to fulfil their services, in particular in connection with participation on the Code of Practice Panel. Please note, the PMCPA approved subcontractors have executed a confidentiality agreement containing terms that are at least as protective as the terms of this Notice and Privacy Policy for Complaints.

The PMCPA does not share your personal data to other parties including the respondent company unless it is considered necessary to enable the company to respond to the complaint and then it will only be shared with your prior permission.

If you choose to attend an appeal your name or an agreed pseudonym will be disclosed to the company and the Appeal Board. Your name would then also be disclosed to the building security/software for attendance at the PMCPA Offices for an appeal in case of emergency such as fire. The Appeal Board will be recorded and kept for up to 90 days. After this period, the record will be safely destroyed.

Data Storage

Your personal data is stored electronically on our servers, including our email system. For complaints submitted prior to March 2020 personal data may also be stored in a secure off-site archive for the duration of our retention period.

How Does the PMCPA Protect Your Personal Data?

We have internal policies and controls in place to guard against data loss, destruction, misuse, and inappropriate disclosure. Our policies also ensure that your personal data is not accessed except by employees or subcontractors in the proper performance of their duties and subject to a duty of confidentiality.

For How Long Does the PMCPA Keep Your Personal Data?

We will retain your personal data for as long as necessary to fulfil the purposes for which we collected it.

According to our Information Management Policy, please note that documents including key Appeal Board decisions and PMCPA publications shall be retained permanently and will not be subject to deletion. Please note that even after the complaint procedure is concluded, the PMCPA still retains your personal data to fulfil its legal obligations.

Your Rights Under Data Protection Laws

You have the rights set out below:

- You have the right to be informed about how we use your information.
- You have the right to request a copy of information we hold about you and this is free of charge.
- We may however not be able to give you the information you are after if, for example, it contains personal information about other people, we are in the middle of an investigation, or if the information has been given to us in confidence.
- If you would like a copy of some or all of the personal information we hold about you, you can ask the person handling your complaint.
- If you think we have got your details wrong, please let us know and we will update them within one month.
- You have the right to ask us to delete your personal data. This is known as the right to be forgotten or the right to erasure.
- If the data you are asking us to delete was information to investigate and resolve your complaint, we may not be obliged to erase this information. This is because the right to erasure does not apply to information which we hold to fulfil the investigation.
- If we do agree to your request to delete your information, we may need to keep enough information to make sure that we honour your request. In some cases, we need to keep your information even though you have made a deletion request, also known as the right, to be forgotten. This is when we are bound by law to keep information for longer.
- If you want to request the deletion of your personal data you can email us.
- If you want to object to how your personal data is used, you can email us or write to:

Director of the Prescription Medicines Code of Practice Authority,
2nd Floor Goldings House,
Hay's Galleria, 2 Hay's Lane, London,
SE1 2HB
- We will not sell your information or use it for commercial purposes.

If you wish to exercise any of the rights set out above or have any questions in relation to this Privacy policy, please contact via email: dpo@pmcpa.org.uk

Please note that we may need specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). We may also need to contact you to ask for further information in relation to your request.

We will try to respond to your request within one (1) month.