Day Lewis Pharmacy

Privacy Notice

Pharmacy display notice

We process your personal data, including your name, contact details, prescription medicines, health information and information from pharmacy and healthcare services we provide to you. This may include NHS and private services, Pharmacy First, vaccinations, blood pressure checks, stop smoking support, weight management and other healthcare consultations.

Your care	We use relevant information to provide safe pharmacy services and care. Where appropriate, we may share it with your GP, prescriber and others involved in your care across the wider NHS.
Our payments	We may share relevant information with the NHS Business Services Authority, other NHS organisations, Local Authorities and organisations that negotiate or check the accuracy of payments.
Management and assurance	We may share only the information needed with NHS bodies, Local Authorities, regulators, auditors and other organisations that help us maintain professional, safety and service standards, prevent fraud and confirm declarations are accurate.
Service providers	We use trusted suppliers for technology, communications, customer engagement, delivery and other support. They process personal data only for agreed purposes and under appropriate contractual safeguards.

Why we are allowed to use your information

For most pharmacy care, we process personal data to perform tasks in the public interest and health data for the provision of healthcare or treatment and the management of health services. We may also process information to meet legal obligations, provide contracted private services, protect vital interests, or where you have given consent.

How long we keep it

We keep information only for as long as necessary and in line with applicable law, NHS guidance, professional requirements and our records retention schedule. Retention periods vary depending on the type of record and service provided.

Your data protection rights

Depending on the circumstances, you may ask for access to your information, correction of inaccurate information, erasure, restriction, portability, or object to how it is used. You may withdraw consent where we rely on consent. Some rights are limited where we must keep or use information to provide care or comply with the law.

Questions or complaints: Speak to the pharmacy team or contact our Data Protection Officer, Rachna Chhatralia at DPO@daylewisplc.co.uk. You may also complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

NHS National Data Opt-out: You may choose whether your confidential patient information is used for planning and research. Visit nhs.uk/your-nhs-data-matters/manage-your-choice.

Day Lewis will handle your information fairly, lawfully and securely. We do not sell your personal information.