



## Privacy Policy - Thame Pharmacy

Thame Pharmacy is committed to protecting and respecting your privacy. This policy explains how we collect, use, and safeguard your personal data when you use our services or visit our website.

### Who We Are

Thame Pharmacy is a community pharmacy providing NHS and private healthcare services.

Address: Thame Pharmacy (Portacabin), Thame Community Hospital, East Street, Thame, Oxfordshire, OX9 3JT  
Telephone: 01844 885998

For any data protection queries, please contact the pharmacy team.

### What Information We Collect

We may collect and process the following personal information:

- Name, address, date of birth
- Contact details (phone number, email address)
- GP details
- Prescription and medication information
- Health information (including medical conditions where relevant)
- Payment information (where applicable)
- Delivery details (address and instructions)
- Information provided via website forms (e.g. registration or enquiries)

We may also collect limited technical data when you use our website, such as IP address and browsing behaviour.

### How We Use Your Information

We use your information to:

- Dispense prescriptions safely and accurately
- Manage your registration and nomination with our pharmacy
- Communicate with your GP and NHS systems where required
- Provide pharmacy services, including our travel clinic
- Arrange delivery of medication where appropriate
- Contact you regarding your prescriptions or healthcare services
- Improve our services and website
- Comply with legal and regulatory requirements

### Prescription Nomination (EPS)

By registering with Thame Pharmacy, you agree that we may act as your nominated pharmacy for NHS electronic prescriptions.

This allows your prescriptions to be sent directly to us. You can change or remove your nomination at any time by contacting the pharmacy.

### Sharing Your Information

- We only share your information where necessary and appropriate, including with:
- NHS services and your GP practice
- Delivery partners acting on our behalf
- IT and system providers supporting our services



- Payment providers (where applicable)
- Regulators or legal authorities when required

We do not sell your personal data to third parties.

#### **How We Store and Protect Your Data**

Your information is stored securely in line with UK data protection laws. We use appropriate technical and organisational measures to protect your data from unauthorised access, loss, or misuse.

#### **How Long We Keep Your Data**

We retain your information only for as long as necessary to provide our services and meet legal and regulatory requirements.

#### **Your Rights**

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data where appropriate
- Object to or restrict certain types of processing
- Opt out of marketing communications

To exercise any of these rights, please contact the pharmacy.

#### **Marketing**

We will only contact you with marketing information where permitted by law or where you have given consent. You can opt out at any time.

#### **Website and External Links**

Our website may contain links to other websites. We are not responsible for the privacy practices of those websites.

#### **Changes to This Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page.

#### **Contact Us**

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

- Thame Pharmacy (Portacabin), Thame Community Hospital, East Street, Thame, Oxfordshire, OX9 3JT
- 01844 885998

#### **Important Note**

We are committed to handling your personal and health information with the highest level of care, confidentiality, and professionalism.