



## Privacy Policy

### Information about our Organisation and Web Site:

The privacy of all our customers and Web site users is of great importance to us at Salts Techstep. This Privacy Policy outlines how your personal information will be treated.

Note that all of the information set out below may not apply to you. The Privacy Policy contains an overview of all possible interactions we may have with you and thus one or more of these may apply to you depending on how you have interacted with us.

For our Techstep Services, Salts Healthcare Ltd, a company registered in England and Wales under company number 00074096 acts as either data controller or data processor dependent on the service that you use.

### Anonymous Access:

You can access our Web site home page and browse our site without disclosing your personal data.

### Links:

This web site may link to other web sites, which Salts Healthcare Ltd. do not have control over. We are not responsible for the content of such web sites or for their own privacy practices, or for the way in which information about their users is treated. In particular, unless expressly stated, we are not agents for these sites nor are we authorised to make representations on their behalf.

### Cookies:

This site may use standard technology called 'cookies'. A cookie is a small piece of information stored by your browser on your computer's hard drive. Cookies enable us to identify you and are used to simplify the logging on process for registered users.

Cookies make it possible for us to store information about the services you select between visits and to track your interests, which will improve your experience when using our site.

Most browsers automatically accept cookies, but you usually have the option to change your browser to prevent cookies being stored, however if you do turn cookies off this can limit the service we can offer you.

For more information about cookies or to switch off cookies on your browser please visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

# What information do we hold about you, why and how we use it?

We collect the personal data that you may enter whilst using our services, including your name, address, email address and telephone number. We do not collect information about our visitors from other sources, such as public records or bodies, or private organisations.

The law on data protection specifies the different reasons a company can hold and process your personal data.

We rely on one or more of the following legal grounds when we process your personal data:

## Consent:

This applies when you provide your personal data and specifically consent to us to use that data to provide a specific service.

For example: to send you information about our products and services

When collecting your data, we will ensure it is clear to you what you are consenting to. You have the right to withdraw consent to any processing that you have previously given consent to at any time

## Contractual obligations:

This applies when you provide us with your personal data in order for us to provide you with a service.

For example: When you order an item from us for delivery, we'll collect your address details to deliver your items

## Legal obligations:

This is where we need to process your data in order to comply with the law

For example: we can pass on details of individuals involved in criminal activity if requested by law enforcement

## Legitimate Interests:

This is where we use your personal data to enable us to accomplish our legitimate interests as may be reasonably expected as part of running our business.

For example: We will review the order history of our customers to ensure we can accurately forecast demand for our products.

Below is a breakdown of the types of information we may hold about you, why and how we use it should you engage in one or more of our services:

<b>Information</b>	<b>For what purpose we hold it</b>
<b>Name and Address</b>	<p><b>This information is essential for us to identify you and to enable us to dispense and deliver your prescription items.</b></p> <p><b>To send you information about products and services, but only if you have consented for us to do so.</b></p> <p><b>To contact you about becoming a candidate in Market Research and/or product assessment, but only if you have consented for us to do so.</b></p> <p><b>This information is detailed on the prescriptions we receive from your clinician in order to dispense to you.</b></p>
<b>Telephone Number</b>	<p><b>This is essential to enable us to contact you about your prescription order and/or delivery arrangements.</b></p>

<p><b>Date of Birth</b></p>	<p>This information is essential for us to identify you when in communication with healthcare professionals.</p> <p>This information is detailed on the prescriptions we receive from your GP in order to dispense to you. After we have dispensed, prescriptions containing your date of birth are sent to the NHS for payment.</p>
<p><b>NHS (England &amp; Wales) number</b> <b>CHI (Scotland) number</b></p>	<p>This information is essential for us to accurately identify you when in communication with Healthcare professionals and other NHS bodies.</p> <p>This information is detailed on the prescriptions we receive from your clinician in order to dispense to you.</p>
<p><b>Clinician Details</b></p>	<p>This information is essential to enable us to communication with your clinician regarding your prescription requirements.</p> <p>This information is detailed on the prescriptions we receive from your GP in order to dispense to you.</p>
<p><b>Any special delivery instructions</b></p>	<p>This is essential to enable us to delivery your prescription appliances if you are not going to be home to receive them</p>

	<p><b>personally. Special instructions are personal to each individual and entirely optional, and could be for example 'leave in the porch'. We would not leave a delivery without special instructions being in place.</b></p>
<p><b>Referrer</b></p>	<p><b>This information is typically taken when a referral is made by a Health Care Professional. It is generally used for information purposes only.</b></p>
<p><b>Information regarding specific allergies</b></p>	<p><b>To enable us to safeguard against reactions of items supplied.</b></p>
<p><b>Surgery type/Condition</b></p>	<p><b>To enable us to check product suitability and may also be used to monitor usage with national guidelines.</b></p>
<p><b>Mobile Number and Email address</b></p>	<p><b>We can use these contact details to inform you about your order and/or delivery and we will have gained your consent to do so.</b></p>

## **With whom do we share your personal data with?**

We will only share your personal data to the following as an essential part of being able to provide our services to you:

### **Courier**

We will share your Name, Address, Contact number and any special delivery instructions with our delivery partner if we use a third party to deliver in your area.

We have had a relationship with our delivery partner for 25 years and have assurances that your data is held solely for the purposes of them delivering to you.

# How long will we keep your personal data?

We will only keep your data for as long as is necessary to enable us to provide our services to you.

## Other People's Information

If you provide us with information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their personal data and that you have informed them of our identity and the purposes (as set out above) for which their personal data will be processed. When we first contact them we may tell them where we got their information from.

## Security:

We use a secure server, therefore when you place orders or access your account information your data is secure. SSL (the secure server software) encrypts your information before it is sent to us. We also take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

We have implemented security policies, rules and technical measures to protect the personal data we have under our control from:

- unauthorised access
- improper use or disclosure
- unauthorised modification
- unlawful destruction or accidental loss

All our employees and data processors, who have access to, and are associated with the processing of personal data, are required to respect the confidentiality of our Customers personal data.

## What are your rights?

You have a number of legal rights relating to your personal data:

### Right to be informed

Know how we use your data – which is provided to you within this privacy notice

### Access request:

You can request a readable copy of the personal data we may keep about you. This information will be provided within 1 month of receipt of the request.

We may require proof of identity before providing this information.

You are entitled to challenge the data we hold about you and where appropriate, you may have the data **Erased, Amended** or **Completed**

## Portability:

You are entitled to request that data you have provided to us and that we hold electronically is transferred to yourself or another controller

If you would like to exercise any of the above rights, please contact **Data Protection Officers, Salts Healthcare Ltd, Richard Street, Aston, B7 4AA** or email [dataprotection@salts.co.uk](mailto:dataprotection@salts.co.uk)

Note too that you have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. Details of how to contact the ICO can be found on their website: <https://ico.org.uk>