



## **UCA-NI Ltd (Trading as 'UCA') Privacy Notice**

UCA holds and processes all personal information in accordance with General Data Protection Regulations 2018. We hold and process information from member pharmacies, customers and contacts.

### **Subscribers and service users**

By providing personal data to UCA, a subscriber or service user consents to their information being processed to administer their subscription to the UCA and/or to allow UCA to provide products and services to them. Personal data is processed in accordance with the principles of the GDPR and this privacy policy. If at any time your personal or other data held by UCA changes, please contact us so that we can update our records.

The type of personal data we may hold includes:

- a personal email address (for communication with UCA)
- home address (for correspondence or delivery of Pharmacy in Focus magazine)
- bank details (for processing of payments for products or services)
- UCA website log-in (passwords are encrypted – UCA staff cannot access your password)

We may use the information you provide to UCA to contact you in relation to your subscription to UCA, the product or service you have asked UCA to provide to you, and/or to offer you access to our range of services and products. We may also use your information for statistical analysis, to inform service development and to promote new services to you.

### **Reasons we collect and use your personal data**

The reasons we collect and process your personal data come under one of the following lawful basis for processing as set out by the General Data Processing Regulations:

- (a) Consent: you have given clear consent for UCA-NI Ltd to process your personal data for a specific purpose.
- (b) Contract: processing of your personal data is necessary for a contract for products or services you have with UCA-NI Ltd.
- (c) Legal obligation: processing necessary for UCA-NI Ltd to comply with the law
- (d) Vital interests: processing necessary to protect someone's life
- (e) Public task: processing of your data necessary for UCA-NI Ltd to perform a task that is in the public interest
- (f) Legitimate interests: processing necessary for UCA-NI Ltd's legitimate interests unless there is a reason to protect your personal data which overrides those legitimate interests.

We will not share your personal data with other companies without your explicit consent but we may use anonymised information to inform service development.

As a UCA subscriber or service user, we send you communications to keep you informed and up-to-date on important announcements, UCA products and services and information relating to your subscription.

We may send you communications to keep you informed and up-to-date on important announcements, UCA products and services and information relevant to you.

We will not share your personal data with other companies without your consent but we may use anonymised information to inform service development.

## **UCA Communications**

Communications sent by UCA include:

- E-zines\*
- Letter
- Email
- Pharmacy in Focus magazine

*\* We use MailChimp as our marketing automation platform. By clicking a UCA-NI e-zine to submit a form, you acknowledge that the information you provide will be transferred to MailChimp for processing in accordance with their [Privacy Policy](#) and [Terms](#).*

To ensure you keep important information from UCA-NI Ltd, we will ask you to renew your consent, on a regular basis, to stay connected. At any time, if you wish to opt out of these communications, click the Unsubscribe option on the email/e-zine or contact [natalie@uca.org.uk](mailto:natalie@uca.org.uk) to opt out of communications.

## **General**

UCA is the controller and we are also the processor of the information. Data has been gathered with your consent from your previous submission of this information, your receipt of communications from us and/or your purchase or interest in our products and services.

You have the right to request copies of the information we hold about you. If you would like to know what information we hold about you, contact Adrienne Clugston, UCA-NI Ltd, 5 Annadale Avenue, BELFAST, BT7 3JH

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## **Your Rights**

You have the right to request the information we hold is rectified if it is inaccurate or incomplete. You should contact Adrienne Clugston on [adrienne@uca.org.uk](mailto:adrienne@uca.org.uk) and provide

the details of any inaccurate or incomplete data. We will then ensure that this is amended at the earliest opportunity.

You have the right to erasure in the form of deletion or removal of personal data where there is no compelling reason for its continued processing.

Your personal data will be held securely and where applicable destroyed confidentially. Robust policies are in place to minimise the risk of a data breach. However, in the event of a data breach, we will inform you at the earliest opportunity to allow you to take remedial steps.

You have the right to lodge a complaint with the UCA by contacting the Chairperson via [info@uca-ni.co.uk](mailto:info@uca-ni.co.uk) providing details of your complaint. A copy of our complaints process is available from the UCA Operations Manager using the contact information below.

UCA-NI Ltd is a data controller registered with the Information Commissioner's Office. In the event that you are not satisfied with the outcome of this procedures, you have the right to lodge a complaint with the Information Commissioner's Office. For more information on your rights and GDPR in general visit the ICO website [www.ico.gov.uk](http://www.ico.gov.uk).

Adrienne Clugston  
Operations Manager

**UCA-NI Ltd**

5 Annadale Avenue

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