

Octapharma Ltd Privacy Notice

Introduction

Octapharma Ltd, 26 Spring Gardens, Manchester, United Kingdom (hereinafter “Octapharma” or “we” or “us”) respects the rights of individuals regarding their personal data.

This Data Privacy Notice describes the way we process or use your personal data, and explains your rights in relation to your personal data. As data controller of your personal data, we are responsible for responding to your questions about how we use your personal data in line with the General Data Protection Regulations (GDPR).

Responsibilities

The Information Governance Manager is responsible for ensuring that this notice is made available to data subjects prior to Octapharma processing their personal data.

All employees of Octapharma who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject’s attention and their consent to the processing of their data is secured.

Our Information Governance Manager can be contacted on 0161 837 3770 or by emailing gdpr.uk@octapharma.com.

Collection of Personal Data

We collect personal data from you for one or more of the following reasons:

- To manage the relationship and communication between us.
- To initiate a contract or agreement that we have entered into with you or the entity that you represent. In these circumstances it may be your entity, rather than yourself, that has provided us with your personal data.
- To publicly disclose transfers of value we have made to you in connection with the development or sale of medicines, provided you consent to such disclosure.
- To initiate and complete commercial transactions with you, or the entity that you represent, for the purchase of products and services.
- To provide you with information that you have requested or which we think may be relevant to a subject in which you have demonstrated an interest.
- To follow up on reports of suspected product quality defects, customer service complaints, and adverse drug reactions.
- To satisfy legal or contractual obligations, or in order for Octapharma to establish, defend or exercise legal claims.

We will only use your personal data when the law allows us to. Most commonly, we will rely on the lawful grounds listed below:

- If you have consented to the collection and use of your personal data.
- If we need to use your personal data to perform a contract between us.
- Legal obligations e.g. documenting a suspected adverse drug reaction.
- If our use of your personal data is needed to protect the vital interests of you or another person.
- If use of your personal data is needed in the public interest.
- If use of your personal data is for our legitimate interest.

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We get your data from the following sources:

- Directly from you.
- Providers that have received consent from you to process your information.
- Providers that provide us with your information to allow us to fulfil our legal obligations.
- Publicly available sources such as publications, websites or social media.

The table below describes the types of personal data we may collect from you and the lawful basis for processing this data.

Purpose of collection	Personal data type	Reason for processing	Lawful basis for processing	Retention period	Shared with
To provide you with information	Name, occupation, department, company name, geographical location, telephone number, email address, business sector, demographic	To provide appropriate information about products and services that you have requested	Legitimate interest / consent	Closure of account + 7 years	Internally
		Inform you about our product developments	Legitimate interest / consent	Closure of account + 7 years	Internally
		Provide you with relevant product-related information and product updates	Legitimate Interest / consent	Closure of account + 7 years	Internally
		Provide medical information in response to your enquiry	Legitimate Interest	7 years	Internally
		Inform you of any up and coming meetings and events that are relevant to your area of medical expertise	Consent	7 years	Internally and the third party organising the event and travel arrangements
		Access to our training	Legitimate interest	6 years after the training event	Internally
Transaction information	Name, address, email address, telephone number, bank account details	For you to be able to order products from us or for us to be able pay you for a service provided to us	Contractual performance	Closure of account + 7 years Six months from the date the data subject has input personal information but has not proceeded with a transaction	Internally
		For accounting and taxation purposes	Statutory obligation	Closure of account + 7 years	Internally and professional advisers

Purpose of collection	Personal data type	Reason for processing	Lawful basis for processing	Retention period	Shared with
		Credit reference checks to facilitate your ability to purchase product or service	Contractual obligation	Deleted once completed	Internally
		Billing and invoicing	Contractual obligation	Closure of account + 7 years	Internally
Fulfilment Information	Name, email address, contract details, dietary requirements	Appropriate catering arrangements for an event	Contractual performance	Closure of account + 7 years	Internally and meeting venue
	Name, address, email address, contact details	Actual delivery of products or services that you have purchased from us	Contractual performance	Closure of account + 7 years	Internally and any third party logistic company whom we contract in order to fulfil these requirements Internally
		To allow you to return products to us that are no longer viable	Contractual performance	Closure of account + 7 years	
		To carry out an investigation in to the complaint	Contractual performance	Closure of account + 7 years	
Product Quality Queries and Complaints	Name, address, occupation, email address, telephone number	To address your general enquiries in regards to the quality of our products	Compliance and legal safety obligation	5 years	
		To address product quality complaints	Compliance and legal safety obligation	5 years	Internally
		To carry out an investigation of product misuse and advise on how to use our products in future	Compliance and legal safety obligation	7 years	Internally
Safety Information	Reporter name, occupation, address, email address, telephone number	To address your general enquiries and concerns in regards to safety of our products	Compliance and legal safety obligation	For at least 10 years after the marketing authorisation has ceased to exist	Internally
	Patient initials, weight, date of birth, ethnicity,	To evaluate suspected adverse drug reactions from	Compliance and legal safety obligation	For at least 10 years after the marketing	Internally and with third party regulatory authority

Purpose of collection	Personal data type	Reason for processing	Lawful basis for processing	Retention period	Shared with
	blood group, medical history	the use of our products		authorisation has ceased to exist	(e.g. Eudravigilance, MHRA or HPRA)
Customer Services	Name, address, email address, telephone number	To seek feedback in order to evaluate and review our products and services	Consent	If anonymised for statistical research, this data may be kept indefinitely Where not anonymised, it shall be retained for one year	Internally
Sponsorship of individuals to attend meetings	Title, name, role, institution, address, email address, bank details	To provide transfers of value and disclose them publicly, provided you consent to such disclosure	Contractual performance, statutory obligation, consent	Five years after the end of the calendar year to which the transfer of value relates. Bank details are deleted as soon as payment has been made	Internally and with third parties processing data for inclusion on a central disclosure platform

Consent

Under certain circumstances, where the legal basis for using your personal data is that you have provided your consent, you may withdraw your consent at any time. If you withdraw your consent, this will not make processing which we undertook before you withdrew your consent unlawful.

If you wish to withdraw your consent please email gdpr.uk@octapharma.com

Security

All information and personal data that you provide will be kept securely in line with our security measures to prevent your personal data from being accidentally lost or used, accessed, altered or accessed in an unauthorised way.

Our UK business also has the Cyber Essentials Accreditation.

Data Access

Access to your personal data is only given to those employees, service providers, and to individuals who need access to perform their job or provide a service. They will only use your personal data on our instructions and are required to keep your personal data confidential. If we suspect a data security breach we will notify you and any applicable regulators of breaches in accordance with relevant legal requirements.

Data Transfer outside of Europe

We will only transfer your personal information to countries outside of Europe where we do so in accordance with the EU's General Data Protection Regulations. This requires that one of the following conditions applies:

- The European Commission has decided that the country provides an adequate level of protection for your personal data (in accordance with Article 45 of the GDPR).
- The transfer is subject to a legally binding and enforceable commitment on the recipient to protect the personal data (in accordance with Article 46 of the GDPR).
- The transfer is made subject to binding corporate rules (in accordance with Article 46 of the GDPR).
- The transfer is based on a derogation from the GDPR restrictions on transferring personal data outside of the EU (in accordance with Article 49).

Retention period

We will only retain your personal data for as long as necessary. To determine the retention period we will assess the length of time required to fulfil the purpose we collected it for and for the purpose of satisfying any legal or reporting requirements.

In some cases we may anonymise the data so it cannot be associated with you, in such a case we may use such information without further notification to you.

Your Rights as a Data Subject

At any point while we are in possession of or are processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review – in the event that Octapharma refuses your request under right of access, we will provide you with a reason as to why. You have the right to complain as outlined below.

All of the above requests will be forwarded on should there be a third party involved in the processing of your personal data.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Octapharma (or third parties), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority (for the United Kingdom the Information Commissioner's Office ico.org.uk and for the Republic of Ireland the Data Protection Commission dataprotection.ie) and Octapharma's data protection representative at gdpr.uk@octapharma.com.

Update of this Notice

We may update or amend this notice at any time to clarify information provided in the notice or in accordance with applicable data protection laws.

We will directly notify you about changes to this notice or the way we use your personal data when we are legally required to do so.