

## Terms and Conditions – Online Services

We are pleased to be able to offer you an online repeat prescribing facility. This service is provided as an enhancement of our existing repeat prescribing facility. Continuing provision of the service is dependent on your help! Please read the terms and conditions below before registering.

- We will only accept requests from registered patients
- Your review must be up to date
- Requests for items not on your repeat prescription will not be accepted
- You must have read our privacy and security policy

These simple requests will ensure that we are able to run an efficient online service. Repeated failure to observe these points may result in withdrawal of your privilege to order your repeats online.

### Privacy And Security

#### Privacy

#### Data Protection And Privacy

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998).

The only information stored and accessible online is the information you provide during your website registration and the prescription information you enter when requesting your repeat prescription. There is no direct connection to your medical records, so there is no way your medical records can be accessed online. So we only keep the following information online.

- Your name
- Email address
- Prescription Details

The information we hold will be accurate and up to date to the best of our knowledge. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly. The personal information which we hold will be held securely in accordance with our internal security policy and the law.

#### Web Statistics

We keep track of the number of visitors to our site (using web log statistics only). This cannot be used to identify you.

#### Cookies

The online prescribing facility on this site uses a "cookie" which is stored on your browser. You can usually modify your browser to prevent this happening, though this would prevent the online prescribing system from working.

### **Security**

This site makes use of encrypted web pages when dealing with your personal details (on the repeat prescribing system).

Even with the use of secure servers and encryption technology we cannot give you an absolute guarantee that your data is 100% secure from malicious third parties.

We consider that the current level of protection is suitable for the sort of information that is being held, however we will keep this matter under constant review.