**AccuRx Privacy Policy**

**Introduction**

Privacy and information governance is the backbone of good IT systems, particularly in healthcare. We put this at the heart of what we do, not just because of our legal obligations, but because we are all patients too and want to get high quality healthcare and be in control of our data and how it is used!

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This privacy notice explains how we handle personal information about our users. For a summary of how we process data about your patients, see our [GDPR questions](https://www.accurx.com/gdpr-questions) page.

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This policy applies to our software, website and services. We’ve tried to make it easy to read, but if you do find anything unclear, please get in touch.

**Who we are?**

Our fully company name is AccuRx Limited and our registered office is 47 Woodland Rise, London N10 3UN. Our operating office is 47 Woodland Rise, London N10 3UN. Our Company Registration Number is 10184077. Our ICO Registration Number is ZA202115. Our NHS IG Toolkit Organisation Code is 8JT17. You can send any questions about privacy to [support@accurx.com](mailto:support@accurx.com), and our data controller is Laurence Bargery, also one of our co-founders.

**What personally identifiable information do we collect about you, and why?**

Upon creating an account, we collect your name, email address and phone number. These are used to provide you with an account login, to provide you with support and information about the services you use, and to tell you about other solutions that we have built for GP practices that we think you may be interested in.

We also collect usage data, such as when you open and close our software, what product features you use and what computer you are using. This allows us to improve our software by better understanding your workflows, and to provide you with usage data.

**What is our legal basis for processing this data?**

Our legal bases for processing this data are to perform our contract with you to provide a service (GDPR Art. 6 (1)(b)), and our legitimate interests, which we have assessed to not override your individual interests, rights and freedoms surrounding data protection (GDPR Art. 6 (1)(f).

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We would not be able to achieve the same purpose without processing this data.

**Do we share this data with third parties?**

No, however we do use third-party data processors, such as our email provider.

**How long do we retain data for?**

We retain this data whilst your organisation is using our services and for ten years following any termination of use. You may also contact us ([support@accurx.com](mailto:support@accurx.com)) to request that we delete the data that we hold about you.

**How do we secure personal data?**

We have board level responsibility for Information Security and Governance. We have a range of policies in place for information governance, network security, information handling, teleworking, business continuity, confidential information, incident reporting, access control and staff confidentiality. We review these policies at least annually, and will update them if a product or business change necessitates. We conduct Information Governance on-boarding and training with all staff to ensure that they are up to date with our policies and processes, and to identify opportunities to improve our Information Governance.

**Your rights in relation to personal data**

We respect all of your personal data rights as required by law. If you want to access your personal information, request correction to your personal information, get us to delete your personal data or exercise any other rights around your data, email us at

We do not use your data for automated decision-making.

**How to contact us?**

If you have questions or concerns about privacy, you can email [support@accurx.com](mailto:support@accurx.com) or write to AccuRx Ltd, 5-7 Buck Street, London NW1 8NJ

**Use of cookies**

Our website uses cookies so that we can understand user behaviour and create consistency across multiple visits, for example so you can continue an online chat conversation that you were having with us.

**Linking to other websites / third party content**

We take no responsibility for any third party websites the we link to, neither do we offer endorsement of these.